

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b>		Document Code: MMC-HPP-GLD-026	Rev. Code : 00
<b>Official Travel and Per Diem</b>		Effective Date: October 1, 2021	Page 1 of 14
Issued by: <b>Compliance Department</b>	<input checked="" type="checkbox"/> New	Supersedes: MMC-HPP-HRM-034 Rev 02	
<b>Approved by:</b>			
<i>(original document signed)</i> <b>Atty. German Q. Lichauco II</b> Corporate Secretary	Oct/07/2021 Date Signed (MMM/DD/YYYY)	<i>(original document signed)</i> <b>Manuel V. Pangilinan</b> Chair, MDI Board of Directors	Oct/11/2021 Date Signed (MMM/DD/YYYY)

**Objective:**

To provide clear guidelines and procedures on the monitoring and administration of expenses incurred by Makati Medical Center (MMC) from official travel of all its directors, officers, executives, trainees, and employees.

**Scope:**

This policy covers all MMC directors, officers, executives, trainees, and employees who are traveling locally or abroad on official capacity. Travels for government related activities or with government agencies, the Policy on Government Interaction is co-implemented.

**Definition of Terms:**

1. **Clothing Allowance** - A one-time allowance provided to the employee who is on official travel on winter to cover for expenses on clothing.
2. **External Training and Travel Request Form** - A form accomplished by the employee required to go on official travel.
3. **Foreign Travel** - An official travel abroad, outside of the Philippines
4. **Local Travel** - An official travel within the Philippines, outside of the National Capital Region (NCR). NCR refers to the seventeen (17) cities and municipalities of Metro Manila which includes: Caloocan, Las Piñas, Makati, Malabon, Mandaluyong, Manila, Marikina, Muntinlupa, Navotas, Paranaque, Pasay, Pasig, Pateros, Quezon City, San Juan, Taguig, Valenzuela.
5. **Long-term Travel** - An official travel that lasts for fifteen (15) days or more.
6. **Official Travel** - A business trip, either local or foreign endorsed and approved by management to attend trainings, seminar, conferences and other educational and learning activities; conduct ocular inspection and exposure trips related to hospital services, equipment or supplies;

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 2 of 14

- canvassing or actual purchase of equipment or supplies; represent the hospital’s interest in business, medical, scientific, and/or operations related matters, and other marketing-related activities required by MMC whether funded by the hospital or sponsored by a vendor, supplier or the event organizers.
- 7. **Per Diem**
    - An allowance given to an employee on official travel either local (outside of NCR) or foreign of at least one night, to cover the following: meals, minor transportation expenses (i.e from residence or hospital to airport and vice-versa, from hotel to venue of official business and vice versa), communication expenses, laundry expenses, porter fees, tips, cart rentals.
  - 8. **Short-term Travel**
    - An official travel that lasts one (1) day up to fourteen (14) days.
  - 9. **Southeast Asia (SEA)**
    - includes the countries of Brunei, Burma (Myanmar), Cambodia, Timor-Leste, Indonesia, Laos, Malaysia, Philippines, Thailand, Vietnam.

**Policy:**

MMC provides per diem to MMC employees sent to local or foreign travel involving at least an overnight stay, to shoulder meals, minor transportation, communication, laundry expenses, porter fees, and other non-receipted incidentals.

**Guidelines:**

**1. General Guidelines**

- 1.1 Employees may go on official travel where they can represent the Hospital’s interest in the areas of learning and education, business, operations, medicine, and science following the schedule:

Rank	Local Travel	Foreign Travel	
		Southeast Asia (SEA)	Outside of SEA
President & CEO	Unlimited	Twice a year	Once a year

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 3 of 14

<b>VP to SVP/Director AVP/Asst. Director</b>	Twice a year	Once a year	Once every (2) years
<b>AM 1 to SM Specialist 1 to 5</b>	Once a year	Once every two (2) years	Once every three (3) years
<b>Staff 1 to Staff 5</b>	Once in two (2) years	Once every three (3) years	Not Eligible

- 1.2 Employee must avail of one foreign travel only on instances where he has both SEA and outside SEA travels.
- 1.3 Any required and necessary travel outside of the above schedule requires the approval of the President & CEO.
2. Requests for official travel are filed using the External Training and Travel Request Form to be accomplished by the employee, endorsed by the employee's respective Division Head and Department Manager, endorsed for approval by the Department Manager, Organization and Talent Development of the Human Resources Management & Development Division (HRMDD) and approved by the Division Head, HRMDD. **(Appendix A)**
  - 2.1 The MMC Compliance Officer's approval is required for the following scenarios:
    - 2.1.1 The requestor is traveling with a representative of any Philippine Government Agency.
    - 2.1.2 The official travel is arranged in coordination with any Philippine Government Agency.
  - 2.2 The President and CEO's approval is required only for the following scenarios:
    - 2.2.1 The requestor is a direct report of the President & CEO.
    - 2.2.2 Unbudgeted official travel
    - 2.2.3 Total official travel cost falls within the authority of the President & CEO
    - 2.2.4 Government related Travel

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 4 of 14

2.3 Upon completion of the External Training and Travel Request Form, it must be submitted to the HRMDD – Total Rewards (TR) Department for per diem computation and clothing allowance, if applicable.

**3. Per Diem**

3.1 The per diem allowance is given to the employee to cover expenses related to his official travel only.

3.2 The per diem which is a fixed daily rate varies according to the employee's rank, as follows:

**Local Travel:**

Managerial Rank	Individual Contributor Rank	Per Diem (In PhP)
President & CEO		1,500.00
VP to SVP/Director Manager to Senior Manager	Specialist 5	1,000.00
Asst. Manager 1 and 2	Specialist 1- 4	800.00
	Staff 1 – Staff 5	600.00

**Foreign Travel:**

Rank	Country	Per Diem (In US\$)
<b>President &amp; CEO</b> <b>VP to SVP/Director</b> <b>AVP/Asst. Director</b>	Outside of Southeast Asia and Singapore	125.00
	Southeast Asia	100.00
<b>Senior Manager</b> <b>Manager</b> <b>Asst. Manager 2</b>	Outside of Southeast Asia and Singapore	100.00

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 5 of 14

<b>Asst. Manager 1</b> <b>Specialist 1 to 5</b> <b>Staff 1 to 5</b>	Southeast Asia	75.00
---	----------------	-------

- 3.3 Extension of any official travel should be approved by the employee's division head. Otherwise, expenses incurred during the extended trip shall be for the account of the employee.
- 3.4 Employees leaving the day before and departing the day after the official travel is entitled only to fifty percent (50%) of the per diem allowance on the said days.
- 3.5 No per diem is given to the employee if official travel does not entail an overnight stay or if he chooses to go back to the hospital or residence on the same day. However, he may reimburse actual expenses subject to submission of receipts and summary report of expenses.
- 3.6 No per diem is given to the employee if all expenses (e.g., meals, major and minor transportation, accommodations) are fully provided or covered by the training provider, vendor, or sponsor. An employee may opt to request for cash advance up to a maximum of 100 US\$ subject to the guidelines of the Finance Division and is liquidated upon return to the hospital.

**Sample Per Diem Computation:**

<b>Foreign Travel:</b>	<b>Bangkok, Thailand</b>		
<b>Employee's Rank:</b>	Assistant Manager 2		
<b>Per Diem (US\$)</b>	\$75.00		
	<b>Travel Dates</b>	<b>% of Per Diem</b>	<b>Per Diem</b>
<b>Departure Date</b>	14-Mar	50%	\$37.50
<b>Actual Event</b>	15-Mar	100%	\$75.00
	16-Mar	100%	\$75.00
	17-Mar	100%	\$75.00
<b>Return Date</b>	18-Mar	50%	\$37.50
	<b>TOTAL</b>		<b>\$300.00</b>

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 6 of 14

**4. Procurement Department**

- 4.1. Provides the requesting employee with initial quotation on the transportation and accommodation expenses to be attached to the External Training and Travel Request Form
- 4.2. Coordinates with the employee for the transportation arrangements and hotel accommodation
- 4.3. Procures the best transportation arrangements and hotel accommodation with accredited providers

**5. Accommodation**

- 5.1 The hospital shoulders the hotel accommodation expenses for short-term official travel, whether local or foreign. Hotel accommodation classification for local and foreign travel vary according to the employee's rank, as follows:

Rank	Local Travel or Foreign Travel	Type of Room Accommodation
President & CEO	Four (4) Star to Five (5)	Single Occupancy
VP to SVP/Director AVP/Asst. Director	Three (3) Star to Four (4)	Single Occupancy
Senior Manager Manager Assistant Manager 1 & 2 Specialist 1 to 5 Staff 1 to 5	Three (3) Star	Double to triple Occupancy

- 5.2 The employee may coordinate his hotel accommodation with Procurement Department following the guidelines of this policy. For sponsored travels, the employee or his department coordinates with concerned vendor or sponsor finds a reasonable and appropriate hotel accommodation and make the necessary reservations.
- 5.3 Employee's accommodation is subject to final approval by Procurement Department. Once approved, the processing of the payment is handled by the staff of the department.

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 7 of 14

- 5.4 The employee or his unit/department processes the payment for the hotel accommodation through Request for Payment in coordination with the Finance Division.
- 5.5 Employees whose ranks are AVP and up are entitled to single occupancy accommodation on local or foreign travel.

**6. Transportation**

- 6.1 The hospital shoulders the actual major transportation expenses (e.g., round-trip plane, ship, car rental, bus) of the employee on official travel.
- 6.2 Terminal fees are covered subject to proper documentation and liquidation. Minor transportation expenses (e.g., taxi fare, jeepney fare) in going to and from the airport/terminal/port and venue of official business are covered by the per diem.
- 6.3 The employee may request Cash Advance for payment of actual major transportation expenses not pre-arranged prior the official travel. Employee follows Finance Division's process and guidelines of applying for Cash Advance.
- 6.4 The employee on official travel uses the most direct and practical route and mode of transportation.
- 6.5 The airfare category and ticket restrictions are governed by the following schedule:

Rank	Local Travel	Foreign Travel	
		Six (6) Hours or Less	Over Six (6) Hours
<b>President &amp; CEO</b>	Business Class	Business Class	Business Class
<b>VP to SVP/Director</b>	Economy	Economy	Business Class
<b>AVP/ Asst. Director and below</b>	Economy	Economy	Economy

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 8 of 14

- 6.6 If the employee must travel business class instead of regular/economy class for medical reasons, he secures a medical certificate from the Employee Well-being Clinic (EWC) indicating how long his medical condition is expected to last. If the condition is permanent or indefinite, said medical certificate is renewed and revalidated every year.
- 6.7 Booking and reservation of plane or ship transportation is coordinated with the Procurement Department. The payment of the transportation expense is made by the employee through Request for Payment in coordination with Finance Division.
- 6.8 MMC shoulders the expenses only related to the official travel. Personal trips extending the official travel may only be allowed upon approval of the Division Head/Director. In such cases, all expenses incurred in relation to the personal trip shall be for the account of the employee.

**7. Travel Insurance**

- 7.1 An employee on foreign travel is covered by standard travel insurance for actual medical and repatriation expenses as well as life insurance for the duration of the travel. Said insurance coverage is purchased together with the purchase of the international flight ticket, and the premium is determined by the length of travel and the country being visited.
- 7.2 Local travel of employees is covered by the hospital's group life insurance.

**8. Clothing Allowance**

- 8.1 An employee on foreign travel during winter to North America, Australia, Japan, China, the Korean Peninsula and Europe may be provided with a one-time clothing allowance of US\$ 200.00 subject to the endorsement of the Division Head/Director and for final approval of the Division Head, Finance.

**9. Liquidation of Cash Advance**

- 9.1 The employee liquidates the expenses using the Liquidation/Reimbursement Section of the Cash Advance Form within five (5) working days upon return to the hospital. Any unliquidated expenses are deducted from the employee's payroll account.
- 9.2 Breakdown of all expenses and supporting receipts (except for per diem) is submitted to and approved by the Division Head/Director and forwarded to and approved by the Division Head, Finance.



**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 9 of 14

- 9.3 Any remaining cash is surrendered to Finance Division upon liquidation of expenses.
- 9.4 The employee need not submit supporting receipts in liquidating the per diem and clothing allowances. However, all other expenses must be supported by receipts. In cases where receipts cannot be presented, the Division Head/Director reviews the expenses being liquidated for reasonableness and validity.

**10. Reimbursement of Minor Incidental Expenses**

- 10.1 Reimbursement of minor incidental expenses incurred, in excess of the per diem or requested cash advance is subject to the guidelines set forth by the Finance Division.
- 10.2 The employee reimburses such expenses using the Liquidation/Reimbursement Section of the Cash Advance Form within five (5) working days upon his return to the hospital.
- 10.3 Breakdown of such expenses and supporting receipts for reimbursement is submitted to and approved by the Division Head/Director and then forwarded to and approved by the Division Head, Finance for payment.

**11. Long-term Travel Exceeding Fourteen (14) Days**

- 11.1 Long-term official travel exceeding 14 days, usually for training and study grants for employees and professionals, are rare and are treated on a case-to-case basis. Accommodation, transportation, meals, training, education, and other minor incidental expenses must be appropriate for the program as suggested by the vendor/sponsor, recommended by the Department Head, and approved by the President & CEO.

**Procedure:**

**1. Processing of External Training and Travel Request Form**

- 1.1 The employee accomplishes the External Training and Travel Request Form and attaches the initial quotation of transportation and accommodation expenses.
- 1.2 The employee's unit/department/division head endorses the official travel for approval.
- 1.3 The accomplished External Training and Travel Request Form together with the initial quotation of transportation and accommodation expenses are forwarded to HRMDD for endorsement by the Department Manager, Total Rewards, and approval by the Division Head, HRMD.
- 1.4 TR Department computes for the per diem and clothing allowance, if applicable.

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 10 of 14

- 1.5 Employee forwards the approved External Training and Travel Request Form with the per diem allowance computation to the Finance Division for crediting to his payroll account.
- 1.6 The employee or his unit/department coordinates with the Procurement Department on accredited travel agencies for plane ticket, travel insurance, and hotel booking quotation.
- 1.7 The employee or his unit/department confirms the approved booking.
- 1.8 The chosen travel agency sends the billing statement for processing of payment.
- 1.9 The employee or his/her unit/department secures the plane ticket, travel insurance, and hotel accommodation slip.

**2. Liquidation of Cash Advance and Reimbursement of Expenses**

- 2.1 The employee or his unit/department accomplishes the Liquidation/Reimbursement Section of the Cash Advance Form, detailing the breakdown of all expenses and attaching supporting receipts.
- 2.2 The Division Head/Director reviews the breakdown of expenses incurred against the total amount requested from the Finance Division. He also signs the memo certifying the accuracy and completeness of the documents submitted.
- 2.3 The employee or his unit/department submits to the Finance Division the approved memo indicating the breakdown of expenses.
  - 2.3.1 If the amount requested is short of the incurred expenses (e.g., extended official travel) and the employee shouldered the difference, the employee files for reimbursement of expenses subject to approval by authorized signatories.
  - 2.3.2 If the amount requested is more than the actual expenses incurred, the employee returns the remaining amount to the Finance Division.
- 2.4 The Finance Division reviews the Cash Advance Form for accuracy and completeness and reimburses the employee of eligible expenses incurred and shouldered by him.

**Responsibilities:**

**1. Employee on Official Travel**

- 1.1 Accomplishes and submits the External Training and Travel Request Form together with initial quotation of transportation and accommodation expenses.

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 11 of 14

- 1.2 Arranges and coordinates with the Procurement Department on the booking and reservation of hotel accommodation.
- 1.3 Coordinates with the Procurement Department on transportation arrangements.
- 1.4 Submits Request for Payment for hotel accommodation and transportation expenses to the Finance Division.
- 1.5 Utilizes the per diem appropriately.
- 1.6 Secures approval from Division Head/Director prior to going on personal trips, in effect extending the days of official travel.
- 1.7 Shoulders any expenses incurred during the personal trip within the days of official travel.
- 1.8 Submits all pertinent documentation when reimbursing or liquidating after the official travel.
- 1.9 Follows the guidelines of this policy conscientiously.
  
2. **Division Head/Director**
  - 2.1 Endorses the employee's official travel and approves the extended personal trips, if any.
  - 2.2 Endorses the employee's request for clothing allowance.
  - 2.3 Reviews and approves the employee's expenses for liquidation and/or reimbursement upon return from official travel.
  
3. **Human Resources Management and Development Division.**
  - 3.1 Endorses for approval the employee's official travel request.
  - 3.2 Approves the employee's official travel request.
  - 3.3 Computes for the employees per diem for the official travel and clothing allowance if any.
  - 3.4 Validates if the employee is eligible for clothing allowance.
  
4. **Procurement Department**
  - 4.1 Provides the requesting employee with initial quotation on the transportation and accommodation expenses to be attached to the External Training and Travel Request Form
  - 4.2 Coordinates with the employee for the transportation arrangements and hotel accommodation
  - 4.3 Procures the best transportation arrangements and hotel accommodation with accredited providers.

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 12 of 14

**5. Finance Division**

- 5.1 Processes the employee's request for payment for transportation and hotel accommodation and cash advance for clothing allowance and per diem.
- 5.2 Processes and releases the payment for transportation and hotel accommodation expenses to the employee through check.
- 5.3 Releases per diem and clothing allowance either through check or crediting to the employee's payroll account.
- 5.4 Processes the reimbursement and/or liquidation of the employee upon return from official travel. The reimbursement should include the following:
  - 5.4.1 Date
  - 5.4.2 Amount of expense
  - 5.4.3 Nature of expenses
  - 5.4.4 Location / destination
  - 5.4.5 Business purpose of the expense
  - 5.4.6 For meals/hospitality, provide number of attendees, including name, position, and company name
- 5.5 Reviews outstanding employee cash advance status to ensure all liquidation is processed within the stated timeline.
- 5.6 Endorses to Total Rewards Department any items for the account of the employee.

**Attachment:** Appendix A: External Training and Travel Request Form

**Related Policies:** Policy on Government Interaction  
Policy on Third-Party Management  
Policy on Gifts, Donations, Sponsorship and Grants

**Review:**

This policy is reviewed by the Department Manager, Learning and Development and the Division Head, Human Resource Management and Development every three (3) years or earlier as deemed necessary.

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 13 of 14

**Signatories:**

*(original document signed)*

**Author (s)** **Eva Marie E. Sabidong**  
Sr. HR Officer

- |                  |   |
|------------------|---|
| <b>Reviewers</b> | <p><b>Saturnino P. Javier, MD</b> - Medical Director</p> <p><b>Artemio C. Salvador, MD</b> - Head, Quality Management Division</p> <p><b>John Vincent G. Pastores, MD</b> - Director, Medical Services</p> <p><b>Angelita P. Garcia</b> - OIC, Human Resources Management &amp; Development Division</p> <p><b>Arnold C. Ocampo</b> - CFO &amp; Division Head, Finance</p> <p><b>Reynaldo J. Lim</b> - OIC, Service Operations Division</p> <p><b>Maria Rosario P. Marin, MD</b> - Director, Medical Education and Research</p> <p><b>Eda Bernadette P. Bodegon, RN, MAN</b> - Chief Nursing Officer, Nursing and Patient Care Services</p> <p><b>Arlyn L. Songco</b> - Head, Creative, Communications, and Sales Services Division</p> <p><b>Ma. Fleurdeliz C. Atienza</b> - Manager, Procurement Department</p> <p><b>Isidoro M. Perfecto</b> - OIC, Information &amp; Communications Technology Division</p> <p><b>Engr. Gerry E. Cunanan</b> - Head, Facilities Management and Engineering Department Division</p> <p><i>(original document signed)</i></p> <p><b>Mary Milagros D. Uy, MD</b> - Director, Hospital License &amp; Accreditation Compliance Officer</p> |
|------------------|---|

**Reviewed and Recommended for Approval:**

*(original document signed)*  
**Atty. Pilar Nenuca P. Almira**  
President and CEO

**Hospital Policies and Procedures Manual**

<b>CORPORATE GOVERNANCE</b> <b>Official Travel and Per Diem</b>	Document Code: MMC-HPP-GLD-026	Rev. Code : 03
	Effective Date: October 1, 2021	Page 14 of 14

**Disclaimer:** Hardcopies of this document are considered uncontrolled. Please refer to WHaM for the latest version. It is your responsibility to check the correct and latest version of document before use.

**Proprietary Statement:** This document contains proprietary information of Makati Medical Center. This document and any attached materials are not to be used, reproduced, republished, uploaded, disseminated, and distributed, in whole or in part, for any purpose, without the express written consent of Makati Medical Center. Any unauthorized use may violate copyright laws and other civil and criminal statutes of the Philippines and may be considered as a violation of MMC confidentiality policy. All other rights are reserved.