



**EXPENSES POLICY
SEPTEMBER 2024**

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1. PURPOSE

- 1.1 This policy sets out what employees can claim as expenses. The policy supports the Company value of doing the right thing by aiming to control costs, prevent fraud and ensure that the Company complies with its tax and legal obligations.

2. SCOPE

- 2.1 This is a group level policy that applies to all employees of Anglian Water Group Limited, with the exception of Anglian Water (Ireland) Limited and Wave Limited (and their respective subsidiaries, which include Celtic Anglian Water and Anglian Water Business (National)) and the Chairman, Executive Directors and Non-Executive Directors.

3. STATUS

- 3.1 This policy is a Collective Agreement.

4. OWNER

- 4.1 Head of People Shared Services.

5. POLICY

- 5.1 In aiming to do the right thing, the overriding principle of this policy is that it is fair and reasonable, and that employees are reimbursed for expenditure incurred as part of their role. To ensure this the following apply:
- Employees should always question and challenge the need to incur expenses, treating the Company's money as if it were their own.
 - If expenses are required, employees should try to limit the overall cost by taking advantage of early booking discounts through the appropriate channels/suppliers, not aiming to spend up to the maximum limits set.
 - Employees should not be out of pocket or make a profit as a result of travelling on Company business.
 - Only reasonable personal expenses will be reimbursed, not those incurred through lack of care of Company property.
 - Expenses must comply with Company policy, UK tax law and HMRC guidance.
 - Expenses should withstand scrutiny.
- 5.2 Employees are responsible for making sure expense claims are accurate and comply with Company policy. Employees who do not follow the policy may find their expense claims are refused and a disciplinary process may be followed.
- 5.3 Claims will not be reimbursed via petty cash.
- 5.4 Expense claims should be submitted every month. The Company reserves the right to refuse claims that are over 3 months old.

- 5.5 Expense claims must be passed to Line Managers for approval via the E-expenses system on Workday with valid receipts. Receipts can be scanned, or photographed using smart phones, digital cameras, or scanners in Multi-Functional Devices (office printers). If receipts are not provided it may not be possible to reimburse the expenses claimed.
- 5.6 Copies of valid VAT receipts, invoices or similar documentation must be attached to expense claims. In exceptional cases where it is not possible to obtain a VAT receipt, a receipt is still required to support the claim.
- 5.7 When claiming expenses for events attended by several attendees, all attendees must be listed separately as either employees or external guests.
- 5.8 Line Managers must check that claims comply with the policy and authorise all valid expenses. When authorising claims, Line Managers are approving the appropriateness and compliance of each claim and that all expenses are legitimate, i.e. wholly, exclusively and necessarily in the pursuit of Company business. Managers should update comments alongside the claim in Workday to provide appropriate justification for the claim.
- 5.9 Self-authorisation is not acceptable. For clarity, this means any authorisations for expenses must be approved by the recipient's Line Manager. Under no circumstances should members of the team use a Corporate Credit Card allocated to them to purchase expenses for their Manager. This leads to self-authorisation, which is not allowed.
- 5.10 The limits set out in the policy may be exceeded in exceptional circumstances only. For all breach of limits, details of the reasons must be provided in the comments fields and the Line Manager must be satisfied that the claim is justified. Line Managers must use the comments field when approving any claims that appear to be outside of policy. Failure to do so may cause expenses not to be processed and may lead to disciplinary action for both the claimant and approving Line Manager.
- 5.11 All expenses claimed must have meaningful descriptions added to ensure Line Managers, People Support, Audit and HMRC fully understand what has been claimed and why it has been claimed. Poor examples of descriptions are "Silver Card Expenses" and "March expenses". Good examples of descriptions are "Hotel - Overnight stay - SAP Special Interest Group, Heathrow - 3 hours + travel time", "Mileage - Upwell to Norwich & Return - Meeting with RES" and "Meal - Evening Meal for overnight stay - Training Course".
- 5.11 Non-compliance with any aspect of this policy may lead to disciplinary action up to and including dismissal, withdrawal of company credit cards and/or additional mandatory training. If an employee needs help any time, they should talk to their Line Manager or contact PeopleSupport@anglianwater.co.uk.

- 5.12 The Company will issue temporary policies, as and when required, to supplement the Expenses Policy to cover short-term changes, e.g. in response to events such as a pandemic.

6. PROCESS

- 6.1 There are two ways to claim:

Cash expenses via Workday E-expenses system

This is the main way to claim expenses. Training material on how to enter expenses can be found in Workday: Learning-Topics-Workday User Guides-Submitting Cash Expenses.

Travel and Expenses (Silver) Barclaycard, processed via Workday

Barclaycards are available to employees who incur regular spend on company business. They should only be requested where there is a legitimate business need and must be approved by the relevant Line Manager.

To request a card or to find out more about the use of Barclaycards see the [Travel & Expenses \(silver\) Barclaycard procedure](#). Please note the 'Blue' Goods and Services Card (known as the 'purchasing card') or Amazon Business where applicable, must not be used under any circumstances, for travel, subsistence or entertaining expenses. Company credit cards must be used for business purposes only.

New credit card holders are sent a copy of the Expenses Policy and the detailed rules on how to use credit cards by People & Payroll Support. Appropriate training is provided through Workday.

Barclay cards must be used in line with the policy and must not be used for items where either a "blue card" or Amazon Business should be used.

7. VAT RECEIPTS

- 7.1 It is the employee's responsibility to obtain a valid VAT receipt. (A credit/debit card receipt is not acceptable).
- 7.2 Line Managers must not approve expenses which do not have a valid receipt. Without a VAT receipt, the Business is unable to claim back the VAT, which adds unnecessary costs.
- 7.3 To meet HMRC requirements, each receipt or invoice should list:

For purchases up to £250 (including VAT):

- Supplier's name, address and VAT registration number

- Date of supply (for fuel this should generally be a few days before the business travel is incurred)
- Description which identifies the expenditure
- Value including VAT
- Rate of VAT

For purchases over £250 (including VAT):

A full VAT invoice is required and should include the following details:

- An identifying number
- Date of supply
- Supplier's name, address and VAT registration number
- Customer's name and address
- Description which identifies the expenditure
- Gross value of expenditure excluding VAT
- Rate of VAT
- Value of VAT
- Invoice total

Examples of valid VAT receipts can be seen at [Appendix 1](#)

7.4 If a valid VAT receipt is not provided the VAT will be charged back to the relevant Business Unit.

7.5 Directors will be notified of Line Managers who persistently authorise claims without VAT receipts, as this creates an unnecessary additional cost to the Company.

8. TRAVEL EXPENSES**8.1 Business mileage**

8.1.1 All business mileage reimbursement rates payable by the Company can be viewed at: <https://anglianwater.sharepoint.com/sites/pubPeoplePayrollServices/SitePages/Mileage.aspx>

Business Mileage Company Cars

Mileage is reimbursed at the rates applied at the time the claim is paid to the employee within their salary (not the time of submission). Any changes to the reimbursement mileage rates will be communicated to affected employees prior to the change being made. Claims are made via Workday by selecting Expenses > Mileage Business.

Cash for Cars or Private Cars

Mileage is reimbursed at the rates applied at the time the claim is paid to the employee within their salary (not the time of submission).

Claims are made via Workday, by selecting Expenses > Mileage Business.

Hybrid/Fully Electric Cars

As electric vehicles become more popular methods of charging vehicles are continuing to evolve. Some suppliers offer free charging facilities, e.g. supermarkets, and others you are able to pay a monthly fee inclusive of all charging at a discount rate.

Employees are encouraged to always seek to maximise the use of free charging where this is practically possible. Please be aware that free charging facilities at Company sites are for Company commercial vehicles only and the charging of Company cars/privately owned cars is not permitted in any circumstances.

Remember - it is neither permitted or safe to charge at any site using a standard 3 pin plug connection.

When submitting expenses claims these must be only where costs have been incurred in full for the business travel and not when charging has been free.

The Company will reimburse as per the rates on [Lighthouse](#). Claims are made via Workday, by selecting Expenses > Mileage Business. It is recognised that it may not be possible to obtain a VAT receipt for charging a vehicle. By exception, employees should still tick VAT but are not required to attach a receipt.

- 8.1.2 Employees must ensure that they hold a valid driving licence and must agree to regular licence checks being undertaken. In addition, if employees use a private vehicle on Company business, they must ensure that they are fully insured for business use and that the vehicle is taxed and has a valid MOT.
- 8.1.3 Employees claiming mileage must provide a valid VAT receipt for the fuel used.
- 8.1.4 Employees are encouraged to think about our carbon footprint, and to keep the use of vehicles to a minimum. Consideration should be given to car sharing or using Company cars within the department or Fleet pool vehicles if the journey, after evaluation, is deemed necessary.
- 8.2 Relocation

Company Car Drivers Only

Where the Company requests an employee to move it may be appropriate for a taxable disturbance allowance to be paid to compensate the employee for the additional travelling time. See [Excess Mileage Policy](#).

Cash for Cars/Private Car Drivers

In accordance with the [Excess Mileage Policy](#), it may be possible for Cash for Cars and private car drivers to claim excess mileage.

Advice should be sought from the relevant HR Business Partner in the above situations.

8.3 Pool cars/hire cars

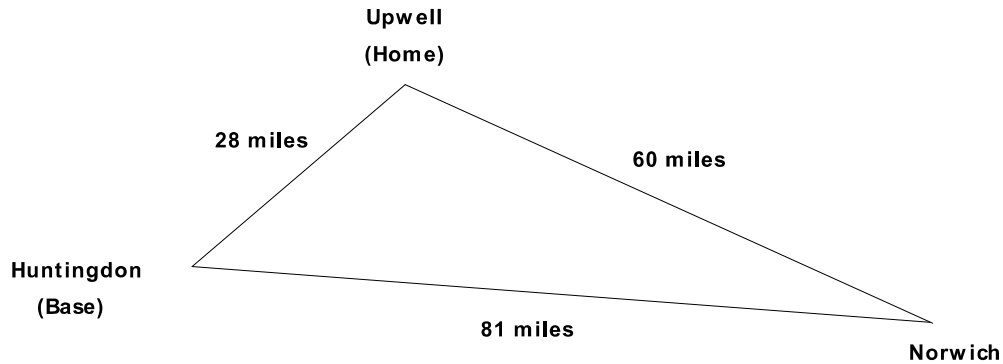
- 8.3.1 Where employees use a short-term hire car (i.e. 1 day), they can reclaim appropriate fuel costs via Workday, as long as they provide receipts, which include VAT.
- 8.3.2 Where employees drive a long-term hire car (i.e. three days or more and they use the vehicle for normal home to office travel), they can claim for business mileage (but not home to office mileage) via Workday. **Remember:** hire cars used for personal mileage may impact the personal tax paid by the employee, depending on the make/type of car hired.
- 8.3.3 Hire cars must be returned with a full tank of fuel. Failure to do so incurs additional cost to the Company, which may be passed on to employees if there is no justified reason why the fuel was not replaced. Under no circumstances should fuel cards be used for short-term hire cars.
- 8.3.4 Where employees use a pool car, fuel should be purchased on the fuel card that accompanies the pool car and the appropriate records updated in line with the pool car policy.

8.4 Calculating mileage claims

- 8.4.1 For business journeys starting or finishing at home, employees must deduct their normal home to office mileage from the total before making the claim.
- 8.4.2 For avoidance of doubt, an employee's home address is their normal residence during the week. If their home address is different to their permanent residence, (i.e. that held as their address on Workday), the employee must provide evidence to support this. Contact PeopleSupport@anglianwater.co.uk for more details.

How it works: Deduction of Normal Commuting Mileage**Example 1:**

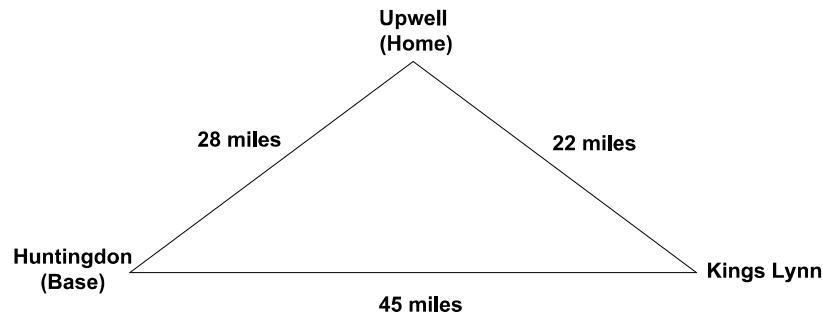
Sarah is based in Huntingdon and lives in Upwell. She travels from home to Norwich for an all-day training event.



Sarah can claim the total miles travelled less normal home to base commuting. i.e. 120 total miles travelled – 56 miles. Therefore, Sarah can claim 64 miles.

Example 2:

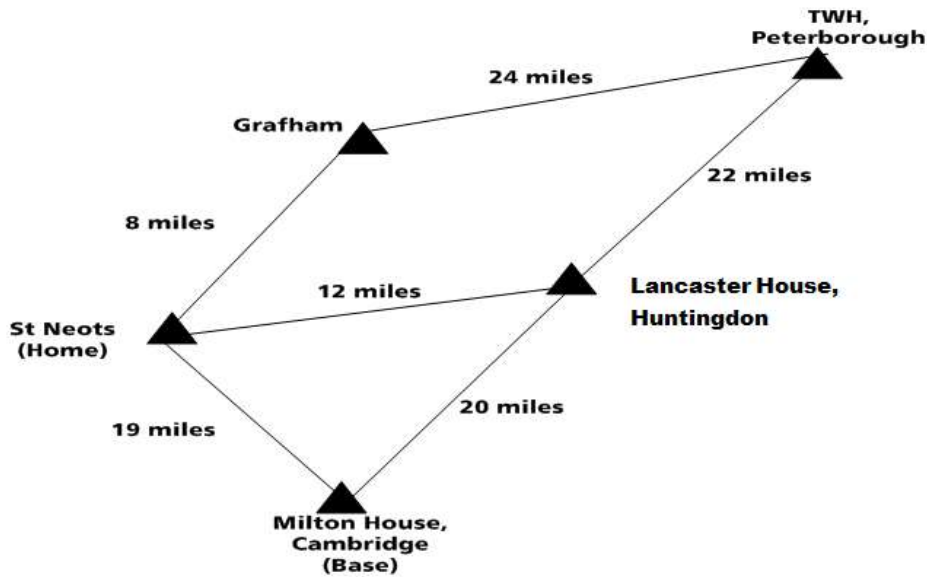
Dave is based in Huntingdon and lives in Upwell. He travels from home to Kings Lynn for an all-day meeting.



Dave can claim total miles travelled less normal home to base commuting. Therefore, as the distance to Kings Lynn is less than the normal commute Dave would claim no mileage.

Example 3:

Simon lives in St Neots and works in Milton House, Cambridge.

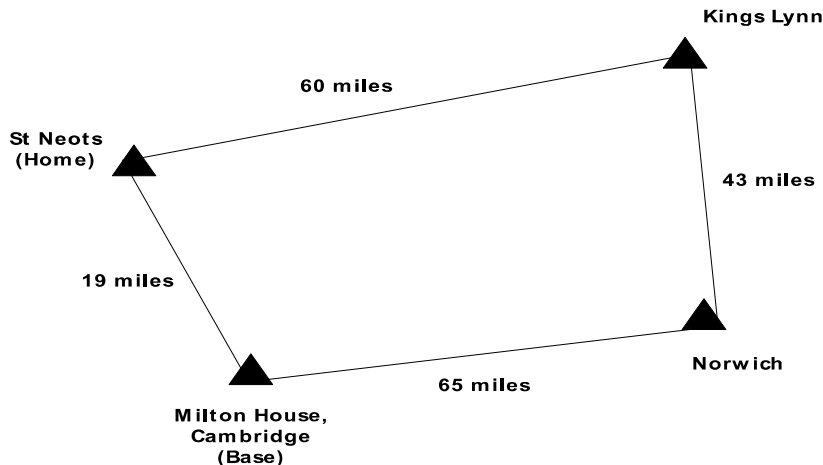


Simon travels to the following sites:

Home, St Neots to Grafham	8 miles
Grafham to TWH, Peterborough	24 miles
TWH, Peterborough to Lancaster House, Huntingdon	22 miles
Anglian House, Huntingdon to Home, St Neots	<u>12 miles</u>
Totalled miles travelled	66 miles
Deduct 19 x 2 (Home to Office & Return)	<u>38 miles</u>
Total miles claimable	28 miles

Example 4:

Sally lives in St Neots and works in Milton House, Cambridge.



Sally travels to the following sites:

Home, St Neots to Kings Lynn	60 miles
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Kings Lynn to Norwich	43 miles
Norwich to Milton House, Cambridge	65 miles
Milton House, Cambridge to Home	<u>0 miles</u> (home to office commute)
Totalled miles travelled	168 miles
Deduct (Home to Office)	<u>19 miles</u>
Total miles claimable	149 miles

8.5 Home to work travel

8.5.1 It is Company policy is to pay for an employee's home to work travel in the following circumstances **only**:

- The employee's contract of employment states that their work base is their home. (However, if they regularly attend an alternative base, the miles will become taxable).
- Site-based engineers whose contract of employment states their work base is home and who:
 - regularly visit a number of sites daily; or
 - only visit one site regularly but for a period of less than 24 months.
- Site-based engineers can claim for their mileage from home but must deduct ten miles in each direction per day.
- There is a legitimate business need for the employee to visit their place of work outside the normal working week, e.g. at the weekend. Such miles are taxable and should be claimed by logging on Workday and selecting Expenses > Mileage Taxable. Payments for home to work travel are taxable as per HMRC rules.

8.5.2 Employees who are permanently relocated to another office or group site can claim for either a taxable disturbance allowance or for any excess mileage for an agreed period. This is taxable if they do not move house. Compulsorily relocated employees who move house can claim in accordance with the Company's [Relocation Policy](#).

8.6 Parking and toll charges

8.6.1 Employees should minimise the need to incur charges and where practical, should obtain a receipt. Claims can be made via Workday for parking by selecting Expenses > Parking and for toll charges by selecting Expenses > Other.

8.6.2 Employees who are unable to find a parking space at their normal base are not allowed to reclaim any parking charges.

8.6.3 Individual employees are responsible for the payment of parking fines. These will be reimbursed, by exception only, if they are obtained on a Company Incident. In some cases if the vehicle is leased through a 3rd party the employee will be liable for additional administrative charges in addition to the fine.

8.7 Motoring fines/penalties

8.7.1 Individual employees are responsible for the payment of motoring fines and penalties. These will not be reimbursed. In some cases if the vehicle is leased through a 3rd party the employee will be liable for additional administrative charges in addition to the fine.

8.8 Taxis

8.8.1 The use of taxis should be limited and, where appropriate, cheaper forms of travel should be used.

8.8.2 If an employee claims the cost of a taxi for home to work travel, their claim will be taxable under HMRC rules unless they meet **all** of the following criteria:

- a. It occurs irregularly
- b. The number of journeys is less than 60 per year
- c. They are required to work after 9pm (if this is not their normal work pattern)
- d. Public transport has finished, or it would be unreasonable for the employee to use public transport.

Claims can be made via Workday by selecting Expenses > Taxi.

8.9 Electric scooters

8.9.1 Where employees choose to hire electric scooters as an alternative to other ways to travel, including taxis, bus and tubes, the costs can be reclaimed in full. Travel must be for business purposes only and employees are encouraged to ensure that they follow any safety guidance provided prior to the hire. Claims can be made via Workday by selecting Expenses > Other. Employees must attach a valid VAT receipt to their claims.

8.10 Car sundries

8.10.1 The cost of sundries, e.g. screen wash, de-icer, ad-blue and anti-freeze may be claimed **only** if a Company vehicle is used solely for business travel, i.e. there is no private use of the vehicle. Claims can be made via Workday by selecting Expenses > Other.

8.11 Rail

8.11.1 It is understood that employees will sometimes need to work undisturbed in a private environment during their journey. At these times, employees can travel first class as long as they have the prior approval of their Line Manager and full justification is captured in the comments on the claim. Tickets should be purchased in advance to obtain discounts available.

8.11.2 At all other times, rail travel must be in standard class, unless a special or promotional fare means travel in a First or Business Class carriage is cheaper than the standard economy fare. Proof must be provided to show the promotional fare is cheaper and captured on the claim. Claims can be made via Workday by selecting Expenses > Rail.

8.12 International travel and accommodation

8.12.1 All overseas travel requires prior written approval from the relevant Business Unit Director before confirmation is made.

8.12.2 Flights should be booked as economy class. Long haul flights of five hours or more can be booked as premium economy or equivalent with Business Unit Director prior approval. Copy of this approval should be attached to the claim in Workday.

8.12.3 When travelling overseas on business it is important that employees travel back to the UK from the same airport that they landed at (unless they are travelling to other locations in the country for business purposes). Claims can be made via Workday by selecting Expenses > International Hotel Accommodation and/or International Flight.

8.12.4 Travel to Europe by Rail or Sea should be in Standard Class. Standard Premier can be booked where justified and prior approval by Business Unit Director. Full details must be captured in the claim along with the Director's approval. Claims can be made via Workday for rail travel by selecting Expenses > Rail or for ferry by selecting Expenses > Other.

8.12.5 The maximum that can be claimed for an overseas hotel is shown in [Appendix 2](#).

8.12.6 The Company arranges Insurance cover for International Travel. The Insurance Team should be contacted by email InsuranceTeam@anglianwater.co.uk prior to a trip to enable them to send the relevant information.

8.13 Accommodation

8.13.1 An employee can claim for the cost of an overnight stay in a hotel or B&B where:

- business travel would add more than four hours to an employee's normal working day;
- it forms part of a business meeting; or
- business travel on consecutive days would justify an overnight stay in order to support well-being / appropriate sleep or rest.

8.13.2 Employees should always aim to get the best price available and not aim to spend the maximum automatically, unless appropriate to do so.

8.13.3 The maximum that can be claimed for a stay in a hotel or B&B is shown in [Appendix 2](#). In exceptional cases, there is flexibility to exceed this amount as long as prior approval from the Line Manager is given and fully justified in the comments alongside the claim.

8.13.4 Hotels should not be booked through agency websites registered outside the UK, such as Hotels.com, because the Company is unable to reclaim the VAT back, which increases the cost to the Business by 20%, unless with this cost it is still cheaper. Claims can be made via Workday by selecting Expenses > and choosing the relevant category of spend.

8.14 Temporary accommodation

8.14.1 Any requirements for temporary accommodation funded by the Company must be agreed in advance with the Head of Reward.

8.15 Incidental business expenses

8.15.1 While away overnight on business, employees can claim for reimbursement of reasonable internet usage. The maximum that can be claimed is shown in [Appendix 2](#). Line Managers must satisfy themselves that the usage was reasonable and appropriate. Claims can be made via Workday by selecting Expenses > Personal Expenses – Internet usage.

8.15.2 Claims must not be made for personal telephone calls, newspapers and laundry during overnight stays. These claims will be refused.

8.15.3 The rules relating to claims for food and drink are covered in section 9 on Subsistence below.

8.15.4 Personal costs/stationery or other items needed to perform roles should be purchased using approved suppliers and should not be reimbursed through the expenses system.

9. **SUBSISTENCE AND ENTERTAINING**

See flowchart at [Appendix 3](#) on how to differentiate between subsistence and entertaining.

9.1 General

9.1.1 Where the Company and its employees provide entertaining and hospitality, there are tax consequences for the employee and the Company and care must be taken in recording and reporting upon this type of expenditure.

- 9.1.2 The Company will not accept claims for tips if the invoice already includes a service charge. Where no service charge is included, the Company will reimburse tips up to a maximum of 10% unless exceptional service justifies a higher gratuity.
- 9.1.3 Under no circumstances should employees make a claim for the reimbursement of the cost of their personal meals or fruit from Company staff restaurants, or have these costs charged to their cost centre. This includes as part of a standard team meeting where regular onsite facilities are available to purchase items. Where employees meet away from a work base, e.g. a walking 1-2-1, expenses must not be reclaimed.
- 9.1.4 Tea, coffee, milk & sugar will be provided at the following offices Lancaster House, Henderson House, Osprey House, Milton House, Enterprise House and Thorpewood House. No purchases via cash expenses or Travel & Expenses Barclaycard is permitted for the purchase of tea, coffee, milk & sugar at any of these offices.
- 9.2 Breakfast/evening meal
- 9.2.1 Breakfast and/or an evening meal can be claimed only where an employee:
- Is required to work for at least three hours beyond their normal finish time. The maximum that can be claimed for a meal is shown in [Appendix 2](#). The expenses can be incurred before the end of a three-hour period but will only be reimbursed if they have worked for at least three hours.
 - Is called out whilst on standby and has worked continuously for more than three hours. The maximum that can be claimed for a meal when called out is shown in [Appendix 2](#). The expenses can be incurred before the end of a three-hour period but will only be reimbursed if they have worked for at least three hours. A second meal can be claimed where a further six-hour period is worked. The expense can be incurred before the end of the six-hour period but will only be reimbursed if they have worked for at least a further six hours. For clarity, the maximum number of meal claims that can be made whilst working a standby shift is two, unless there are exceptional circumstances, e.g when the Company Incident Room is open and discretion may be applied.
 - Has to begin a business journey before 6am to somewhere other than their normal place of work, they can claim for the cost of breakfast up to the maximum value shown in [Appendix 2](#). This does not apply if it is their normal work pattern to start before 6am. Employees can also claim for breakfast if they are staying overnight and it is not included in the room rate, as long as they have not exceeded the maximum amount allowed for Accommodation.
 - Is working late **and** has to travel home after 8pm from a Business meeting, they can claim for the cost of an evening meal up to the maximum value shown in [Appendix 2](#). This does not apply if it is their normal work pattern to finish after 8.00pm. Employees can also claim if they are staying overnight and it is not included in the room rate. Drinks are included in the maximum rate claimable.

Claims can be made via Workday by selecting Expenses > Breakfast or Expenses > Evening Meal as appropriate.

9.3 Lunch

9.3.1 If an employee is attending a necessary business meeting on site at a Company building (with a staff restaurant) with the meeting continuing (no break in the agenda) over the lunch period, their lunch may be charged to their cost centre. Meeting organisers will need to complete the relevant hospitality ordering form in advance. This should not cover a meeting for two or three attendees where employees would be expected to purchase or bring their own lunch. Expenses must not be claimed where employees meet away from an office for team meetings or 1-2-1s.

9.3.2 Employees may claim lunch up to the maximum value shown in [Appendix 2](#) where:

- The employee has had an overnight stay the previous evening.
- The employee has to begin a business journey typically before 6am to somewhere other than their normal place of work. This does not apply if it is their normal work pattern to start before 6am.
- The employee is attending an off-site training course and no lunch has been provided.
- The employee is attending a necessary off-site business meeting with other company employees, which continues over the lunch period.

9.3.3 Lunch is not claimable as the result of an employee:

- Working outside of their patch; or
- Working outside of the Anglian region.

9.3.4 A valid VAT receipt must support all claims. In exceptional circumstances if a VAT receipt cannot be obtained, a valid receipt must be provided to support the claim. If a VAT receipt is not provided and the Company is unable to reclaim the VAT, the employee's cost centre will be charged the VAT.

9.4 Entertaining

9.4.1 Only reasonable costs will be reimbursed where there is a Business justification to entertain either employees or external guests. Typically, this would be to recognise employees for work over and above their normal duties and/or building relationships with external stakeholders. Only the most senior employee present may reclaim the expenditure.

9.4.2 There are two ways to code entertaining:

Staff Entertaining

Staff entertaining includes all meals and drinks where the entertainment of staff is the main purpose of the meal. It includes team events held in an informal environment or

where there are non-business activities such as bowling or team meals. Team events held onsite or meals for staff recognition should also be coded to 'Staff Recognition'. Claims can be made via Workday by selecting Expenses > Entertainment or Staff Recognition as appropriate.

Please note that arrangements for Christmas are agreed and communicated separately each year. Managers must not approve additional costs or gifts from the Company outside these annual arrangements.

External Entertaining

If an employee is offsite and attending a business meeting over lunch with external parties, they can claim reasonable entertaining meal expenses.

External entertaining and hospitality is business entertaining of third parties. It includes hospitality of any kind, not only meals and drinks. It includes all additional costs incurred during an event, e.g. accommodation, taxis, transport, special equipment and after dinner speakers.

The cost of the external entertaining includes the costs of entertaining the Company's employees, including the host, if they are present mainly for the purpose of entertaining the external parties.

External entertaining has a specific treatment for tax purposes and so must be coded to 'External Entertainment'. Claims can be made via Workday by selecting Expenses > Entertainment External.

9.5 Attending charity events

- 9.5.1 Travel costs when attending charity events are claimable if the employee is either:
- The organiser of the event and will be actively working during the event. In this case any travel expenses (e.g. mileage, bus/train/taxi fares, over-night accommodation) will be claimed in accordance with the company expenses policy and coded appropriately on Workday.
 - Attending the event in order to entertain suppliers or customers. In this case all travel expenses (e.g. mileage, bus/train/taxi fares, overnight accommodation) should be claimed via Workday by selecting Expenses > Entertainment External.
- 9.5.2 Employees are not entitled to claim any expenses if they are attending the charity event as a guest or ticket holder.

9.6 Attending recognition events

- 9.6.1 Travel costs when attending recognition events may only be claimable if the employee is either:
- The organiser of the event and will be actively working during the event. In this case any travel expenses (e.g. mileage, bus/train/taxi fares, overnight

accommodation) should be claimed in accordance with the company expenses policy and coded appropriately on Workday.

- Attending the event in order to entertain suppliers or customers. In this case all travel expenses (e.g. mileage, bus/train/taxi fares, overnight accommodation) should be claimed via Workday by selecting Expenses > Entertainment External.

9.6.2 Special rules apply for the claiming of any costs to recognition events if an employee is attending as a guest - these rules will be communicated to employees when invites are sent out.

9.7 Gifts

9.7.1 Refer to the [Corporate Hospitality Policy and Guidelines](#), which explain when corporate hospitality or gifts may be accepted/provided, the maximum values permitted and how these are recorded on Workday.

9.7.2 Gifts, related to team or individual work or performance, can be claimed as part of the Team Recognition Fund (TRF), in line with the [TRF guidance](#). If the value of the gift is greater than the manager contribution value, senior approval should be sought and the value claimed through staff recognition – other.

9.7.3 Retirement gifts may be appropriate for employees. Where appropriate, colleagues may wish to make personal contributions to a collection. In recognition of the contribution made by its long service employees, Anglian Water separately provides an [award](#) to mark specific anniversary years.

9.7.4 We embrace a supportive culture that celebrates significant life events, such as the birth of a child, recovery from serious illness, passing exams, or special milestone birthdays. Managers are encouraged to recognise these occasions and may request approval from their budget holder to provide a small gift of up to £50. Where appropriate, colleagues may also wish to make personal contributions to a collection. These celebrations help ensure our employees feel valued, while maintaining consistency across the organisation.

9.8 Use of Company phones and tablets

9.8.1 Mobile phones are issued only where there is a long-term business need and must be approved by the Line Manager and purchased in accordance with the current procurement rules. Employees should make every effort to keep any allocated phone in good working condition. Where phones are damaged due to neglect a replacement may not be provided and employees may be asked to cover additional costs incurred and or the disciplinary process may be followed.

9.8.2 Personal use of Company mobile phones and tablets should be within the guidelines set out in the [Acceptable Use of IT Policy](#).

- 9.8.3 The cost of apps purchased for business use can be reclaimed via Workday. Any apps should be approved in advance by the Line Manager and comments used in the claim to justify the reason. Claims should be made via Workday by selecting Expenses > Other.
- 9.9 Home broadband, land lines and faxes
- 9.9.1 The Company will not reimburse employees for the cost of any home broadband charges.
- 9.9.2 In exceptional cases the Company may, where there is a business need and there is inadequate mobile phone reception, install a separate telephone line at an employee's home to be used for business only. Installation must be approved in advance by a Business Unit Director and reviewed on an annual basis. The cost of installation and any charges will be settled directly by the Company.
- 9.9.3 Other employees claiming for business calls made from home should have the prior approval of their Line Manager. Claims should be made via Workday by selecting Expenses > Other.
- 9.10 Bring your own device to work
- 9.10.1 For employees wishing to use either own smart devices to receive business calls and store data such as email please see the [Acceptable Use of IT Policy](#).
- 9.10.2 If employees choose to use their own devices instead of a company provided device, no reimbursement will be made for any costs incurred.
- 9.10.3 The exception to this is in situations where an employee has been provided with a company device that is faulty or if the Company network is temporarily not working. In these circumstances an employee may choose to use their own device to carry out their normal duties for a limited period and the Company will reimburse any reasonable cost.
- 9.10.4 Where the Company device or network is not available for a prolonged period, employees should make every effort to limit the additional cost by temporarily adjusting personal tariffs for increased usage where possible. Claims should be made via Workday by selecting Expenses > Other.
- 9.11 Licence fees
- 9.11.1 Where employees require access to systems and applications and individual licences are to be purchased at additional costs, employees must gain prior approval from their Line Manager before purchasing via the appropriate channel for each

licence/application. Employees and Line Managers must cancel any licences as soon as they are no longer required to minimise costs.

10. RECOGNITION/THANK YOU

- 10.1 There are different ways Line Managers can recognise their employees from a thank you message, informal recognition within their team through the Team Recognition Fund or a monetary award through, [Thank you – We love what you do](#). All of these should be made through the HR recognition system - Thank You. The system must not be used for any incentives in advance of work undertaken. If in doubt Line Managers should discuss with their HR Business Partner.
- 10.2 A maximum amount of £50 is available on individual awards through the Thank You platform. Managers should refer to the guidance before giving of Thank you. Where a manager feels an exception above the limit may be appropriate they must discuss with their HR Business Partner.
- 10.3 Eligible Managers have access to a Team Recognition Fund (TRF). This should be used for informal team recognition throughout the year. More information about how and when to use the Team Recognition Fund can be found [here](#).
- 10.4 Line Managers who wish to award a Contractor or AW Customer (not on Workday) a Thank You, up to the value of £50, should make their application through 'Requests' on Workday.
- 10.5 Monetary Thank You awards should not be used for other occasions such as notable birthdays, thank yous, leaving gifts or Christmas gifts.
- 10.6 More information about how and when to use Thank You can be found [here](#). To start giving and receiving recognition, register now at <https://anglianwater.rewardgateway.co.uk/Authentication/Start>. The @one alliance and embedded alliance will all be on the Thank You recognition platform. All @one employees (both Anglian Water and non-Anglian Water) have access to Thank You.

11. WORKING FROM HOME

11.1 Home working allowance

- 11.1.1 In most cases, employees who are not operationally based will have a choice as to whether they work from home, providing they are able to perform their role as agreed with their Line Manager. Therefore, as it is a personal choice to work from home, no allowance will be paid by the Company.
- 11.1.2 Employees are able to claim tax relief from HMRC. The link below provides details and the eligibility criteria:
<https://www.gov.uk/tax-relief-for-employees/working-at-home>
If employees are eligible to claim the £6 per week tax relief, their tax code will be amended and notified to the Payroll team so that the Income Tax paid each month will be reduced.

11.2 Home working equipment

11.2.1 For new hires only, and in the small number of cases where someone is considered a **full-time 'home worker'** as stated in their contract of employment, (not someone who splits their time between home and office), an allowance of £200 would be made available to help towards the purchase of equipment, (e.g. desk and chair). Existing employees cannot claim this allowance. Reimbursement is made via Workday Expenses – all claims must have a valid receipt attached to enable payment to be made.

11.3 Contractual base and mileage

11.3.1 In most cases, employees will have a contractual base that best reflects where they attend on site meetings/working as stated in their contract of employment. Any changes to contractual base must be discussed in advance with the HR Business Partner.

11.3.2 Where an employee is classed as a 'home worker' (working from home 100% of the time), they are permitted to claim mileage from home.

11.4 Working time and travel

11.4.1 Where employees are working flexibly between home and a work location/office, when they need to travel to/from meetings between their home and work location/office, the travel is done in the individual's own time and is not counted as part of their working time. For example, if an employee attends a meeting 10.00-11.00 and they travel from 09.00-10.00 and 11.00-12.00, the two hours' travel time is not counted as working time as it is travel time they would be expected to do at either end of the working day.

11.5 Other expenses

11.5.1 If employees incur expenses as a result of working from home or meetings offsite, these are not eligible for reimbursement. Flexibility does not mean added business expense. Managers must not approve additional costs so that employees can work from home as an alternative to office locations.

11.6 Stationery

11.6.1 Employees will be able to go into an office to pick up stationery items. Therefore, no stationery allowance is provided and reimbursement of these items if purchased personally is not permitted. The travel to the office to collect these items is in the employee's own time (see 11.5.1 above).

12. **FURTHER ASSISTANCE**

For general queries or for advice and guidance on the application of this policy please contact the relevant [HR Business Partner](#) or member of the [People Support Team](#).

LAST REVIEWED

September 2024

Effective: April 2024

APPENDIX 1: VAT RECEIPTSExample of meals with and without VAT

Example A: The receipt below from Spar clearly shows value for VATable items is £1.35 and £1.69 Non VATable items are £1.69.

Example B: The receipt below from Tesco provides no split and should be coded £3.80 as No VAT.



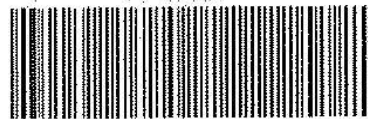
Spar - Watton
Unit 1
4 Vulcan Place
Carbrooke
IP25 6XU
VAT: 431390280
TEL No. (01953) 882013

	£			
SMALL BAP 1.	1.69 A			
PEPSI MAX	1.35 B			
PEPSI MAX	1.35 B			
P7 PEPSI/TANGO ETC BOGOF	-1.35			
<hr/>				
No. Items	3			
TOTAL Including VAT	3.04			
CASH	10.00			
Change	6.96			
<hr/>				
You have made savings today of:	1.35			
<hr/>				
VAT INC				
ID	VAT %	Less Disc	VAT DUE	VAT EXC
A	0.00	1.69	0.00	1.69
B	20.00	1.35	0.23	1.12
<hr/>				
Lottie			Id.	12
07:21:49	14/09/13	Till:03	Audit:	172494



PETERBOROUGH 0845 6779533

	£
TROPICANA *	1.10
DUCK WRAP	1.30
CHICKEN SALAD	2.50
TOTAL	4.90
CASH	20.00
CHANGE DUE	15.10
<hr/>	
SIGN UP TO CLUBCARD	
You could have earned 4	
Clubcard points in this transaction.	
To join text 'Join' to 84420,	
Call 0800 59 16 88	
Or visit tesco.com/clubcard/join	



How did we do?
Visit www.tescocomments.com and
tell us about your shopping trip

16/10/13 21:03 3009 071 9071 0652

Example of a fuel receipt

Sainsbury's
live well for less
HUNTINGDON : 01480 450072

Sainsbury's Supermarkets Ltd
33 Holborn London EC1N 2HT
www.sainsburys.co.uk
Vat Number : 660 4548 36

*DIESEL PUMP #6
36.790L @ £1.359 £50.00 C

1 BALANCE DUE £50.00
DOUBLE POINTS COUPON
MASTERCARD £50.00
[ICC] **** * 8723
AID: A000000041010
PAN SEQUENCE: 01
MERCHANT: ***75223
AUTH CODE: 860250

PIN Verified

CHANGE £0.00

VAT RECEIPT SUMMARY - FUEL ONLY

Rate	NET	VAT	TOTAL
C 20.00%	41.67	8.33	50.00

VAT NO. 660 4548 36

Examples of parking receipt

Parking VAT – Off-street parking e.g. NCP, railway stations and airport parking should all be VATable. Where car parking tickets show the VAT amount or has a VAT number on it, this should be coded as VAT. Where it does not this should be coded as Parking No VAT.

Parking No VAT - On street parking with a coin meter and where a proper VAT receipt is not available.

<p>The Forum (Norwich) Ltd Bethel Street UK-NR2 1TF Norwich Tax codeGBGB 711 2337 80</p> <p>Date Centr 21/09/13 16:50 Cashier 14 Receipt 060399</p> <p>Short-term parking tkt Forum - No. 037507 21/09/13 08:39 - 21/09/13 16:50 - Period 083h12' (V.A.T.) £14.40</p> <p>Gross total £14.40</p> <p>Payment Cash £14.40</p> <p>Net total £12.00 V.A.T. 20% 2.40</p> <p>All amounts in GBP. Deliv. date=Receipt date</p> <p>Thank You For Parking At The Forum.</p>	<table border="1"> <tbody> <tr> <td>HUNTINGDONSHIRE D.C. ST. GERMAIN STREET DEPARTURE TIME</td> <td>MID</td> <td>HUNTS DC STGERMA HUNSTGMM</td> </tr> <tr> <td>WE 17</td> <td>MAR10</td> <td>DEPART 17 MAR 18:00</td> </tr> <tr> <td>18:00</td> <td>FEE PAID £ 2.00</td> <td>FEE PAID £ 2.00</td> </tr> <tr> <td>ENTRY TIME 17 MAR 08:20 22285</td> <td></td> <td></td> </tr> <tr> <td colspan="3">PLACE THIS SIDE UP INSIDE WINDSCREEN 21289046 REMINDER</td> </tr> </tbody> </table>	HUNTINGDONSHIRE D.C. ST. GERMAIN STREET DEPARTURE TIME	MID	HUNTS DC STGERMA HUNSTGMM	WE 17	MAR10	DEPART 17 MAR 18:00	18:00	FEE PAID £ 2.00	FEE PAID £ 2.00	ENTRY TIME 17 MAR 08:20 22285			PLACE THIS SIDE UP INSIDE WINDSCREEN 21289046 REMINDER		
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ENTRY TIME 17 MAR 08:20 22285																
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APPENDIX 2: SUMMARY OF EXPENSES AND MAXIMUM AMOUNTS CLAIMABLE

Expense Type	Maximum Value Permitted	Guidelines
Breakfast – early start	£8.50	Expenses only to be authorised when employee’s travel starts before 6:00am.
Breakfast - overnight stay	£8.50	Expenses can be authorised as long as the cost of breakfast is not already included in room rate & value does not take you over maximum amount allowed for an overnight stay.
Evening Meal - travelling back from meeting	£23.00	Expenses should only to be authorised when an employee is travelling back from meeting after 8:00pm and it is not part of their normal working pattern.
Evening Meal - overnight stay	£23.00	Expenses can be paid as long as there is no evening meal already included in the room rate.
Drinks with Evening Meal	N/A	Expenses can be claimed but cost of drinks needs to be included with the £23.00 maximum value for a meal.
Evening Meal	£7.00	Expenses can be claimed as long as the employee has been required to remain at work for a minimum of three hours after their normal finish time.
Meals – Standby and Call Out	£8.50	Expenses can be claimed as long as the employee has been called out for a minimum of three hours. A second claim can be made if called out for a minimum of nine hours. Maximum claims per shift is two, unless exceptional circumstances apply.
Lunch following overnight stay	£6.00	Lunch expenses can be claimed if an employee has had an overnight stay the previous evening.
Team Meals	Reasonable costs only	This will vary depending on the location and reason for the meal.
External Entertaining	Reasonable costs only	Expenses can be authorised as long as costs are for third party entertaining such as external Business customers & suppliers.

Incidental Business Expenses	£5.00	This is not an allowance – Internet usage up to a maximum of £5.00, inclusive of VAT, per day can be claimed as long as accompanied by receipts and are additional costs incurred as a result of a night away and must not be just a personal expense.
Hotel Accommodation - International	£400.00 per night including breakfast and local taxes	Expense can be claimed as long as the cost of the room plus breakfast does not exceed the maximum permitted value. Overseas travel requires prior written approval from BU Director before confirmation is made.
Hotel Accommodation - London	£300.00 per night including breakfast and local taxes	Expense can be claimed as long as the cost of the room plus breakfast does not exceed the maximum permitted value. Claims should only be approved if the travel extends the employee's normal working day by at least four hours.
Hotel Accommodation - outside London	£110.00 per night including breakfast and local taxes	Expense can be claimed as long as the cost of the room plus breakfast does not exceed the maximum permitted value. Claims should only be approved if the travel extends the employee's normal working day by at least four hours.

NB: Employees must ensure that they obtain the best possible discount and only make claims for required items rather than aiming to spend up to the maximum limits automatically. In exceptional cases limits can be exceeded but the claimant must use the comments field to record the reason.

APPENDIX 3 - Subsistence and Entertaining flowchart

