

DECISION OF THE MANAGEMENT BOARD

General implementing provisions adopting the guide to missions

The Management Board

Having regard to the Staff Regulations of officials of the European Communities and the Conditions of employment of other servants of the European Communities laid down by Council Regulation (EEC, Euratom, ECSC) No 259/681, and in particular Article 71 of the Staff Regulations, concerning the reimbursement of expenses incurred in the course of or in connection with the performance of duties, and Articles 11 to 13a of Annex VII to those Staff Regulations,

Having regard to the Commission Decision (C(2004)1313) of 7 April 2004 adopting the Guide to missions for officials and other servants of the European Commission,

In agreement with the Commission pursuant to Article 110 of the Staff Regulations and after consultation of the ESMA Staff Committee.

Has adopted this decision:

Article 1

The Guide to missions contained in the Annex is hereby approved.

Article 2

This decision shall enter into force immediately.

Done at Copenhagen on 18 June 2012

Steven Maijoor
Chair
For the Management Board



ANNEX

GUIDE TO MISSIONS

The provisions of this Guide apply to missions by staff at ESMA.

Information on the protection of personal data: the arrangements for managing missions have been notified to the Data Protection Officer in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000.

I. Introduction

What are missions? Whenever staff are required to undertake a return journey to the mission destination, departing from the staff's place of employment (city, conglomerate) at ESMA for the requirements of the service, this constitutes a mission. Every mission requires a travel order.

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II. Who does what?

1. **Members of staff going on mission:** with the help of the travel agency and, where necessary, the Staff Payment Office, staff members going on mission must submit to their immediate superiors and authorising officers **the person delegated to authorise missions**, a mission programme which allows them to carry out their professional engagements in the most cost-effective manner. In particular, they must inform authorising officers of any possible alternatives in terms of means of transport, the conditions and rates applicable, the price of the proposed journey and the travelling time, and of any exceptional arrangements involving extra costs, so that authorising officers can give their informed consent. Priority should be given to public or shared transport¹ (train, shuttle, official/hire car with

¹ ESMA strongly advises staff against using their own cars when going on mission.

driver) in view of its low environmental impact, especially for transfers to airports/railway stations. Staff going on mission must inform the travel agency what the precise mission arrangements are and how flexible the tickets need to be.

2. The **immediate superior** decides whether the mission is politically and administratively appropriate and certifies that the declaration of expenses is accurate.
3. The **authorising officer** certifies the political and administrative appropriateness of the mission and approves the costs involved, confirming that the mission itinerary serves its purpose in the most cost-effective manner, taking account, among other things, of the means of transport to be used, the travel time, the fare conditions, notably with regard to ticket flexibility, and the interests of the service. The authorising officer must check that staff members going on mission pay the travel agency for any additional costs related to detours made for private reasons and notified to the authorising officer.
4. The **Staff Payment Office (authorising officer by delegation for mission payments)** is available to advise authorising officers and staff going on mission before any decision is taken. It is the Staff Payment Office's duty to inform the authorising officer in good time of any matter of importance which might compromise sound financial management of appropriations. It may therefore ask the authorising officer to review a decision taken in advance and reconfirm it.
5. The **approved travel agency** is required to provide the member of staff travelling on mission with all the information necessary for organising the trip so that the official engagements of which it has been informed by the staff member can be performed in the most cost-effective manner and to issue transport tickets at the best available market price in the light of the details with which it has been provided.
6. The ESA wishes to reduce CO₂ emissions and therefore encourages the use of public or shared transport whenever possible, taking account, among other things, of the environmental impact, and strongly encourages the use of videoconferencing possibilities.

III. I am going on mission — what do I need to do?

Before departure

- ➔ Submit and sign a travel order. Have it signed by your immediate superior and, where necessary, by the relevant authorising officer.
- ➔ Book your tickets through the travel agency approved by ESMA
- ➔ Book accommodation if needed.
- ➔ Find out what the relevant safety and insurance rules are.
- ➔ For more information, contact the Staff Payment Office.

While on mission

- ➔ If you have an accident, after ensuring immediate assistance for personal health and safety needs,, immediately contact the travel insurance call centre (see Section XVII and annex 3).

On return

- ➔ Complete a statement of expenses as soon as possible and sign it. Have it signed by the line immediate superior and by the authorising officer and send it immediately, and at the latest within three months of returning from mission (see Section XIV), to the Staff Payment Office, together with all tickets and boarding cards and any originals of supporting documents relating to expenses. In the exceptional case that tickets, boarding cards and any original supporting documents have been lost or stolen, the staff member going on a mission shall confirm this in writing and provide other evidence for expense claims.

IV. Travel order

7. Travel orders authorise staff to travel outside their place of employment for the requirements of the service. They should contain full details of the planned mission. They must specify in particular the place², purpose and programme of the mission, itineraries³, the means of transport used, the rate communicated and, where appropriate, the conditions applied, the expected cost, any detours or parts of the journey made for private reasons and any additional costs.
8. In the interests of sound financial management, the financial section must contain precise details.
9. Travel orders must provide authorising officers with the information they need to sign them in full knowledge of the facts. When completing a travel order, you must give details of any exceptional arrangements involving extra costs and inform the authorising officer accordingly so that he or she can authorise them where they are justified by the requirements of the service. Any exceptional arrangements made for private reasons must be paid for by the staff member to the travel agency direct.
10. For any training missions (team building, seminars, etc.) for which the costs of transport, meals and accommodation are borne by the Institution and for which participants incur no other charge, one travel order signed by the relevant authorising officer may be submitted for all participants. No daily subsistence allowances are payable in respect of such missions.

Signing travel orders

11. Notwithstanding the derogations referred to at 1.4, travel orders must be signed by the staff member going on mission, his or her immediate superior and the authorising officer before the expenditure is committed and before the staff member departs. Any financial commitment (such as booking a hotel or ticket) entered into by members of staff going on mission without the agreement of the authorising officer will be borne by them and, if necessary, deducted from their salaries.

² That is, the relevant town or city.

³ The distance between the place of employment and the mission location is calculated on the basis of the official national rail route or the most direct flight.

12. The procedures for signing travel orders are subject to the Internal Rules on the Implementation of the Budget of ESMA, which may be amended each year.
13. For missions the costs of which are met by a Unit other than that of the staff member concerned, travel orders should be signed by:
 - the immediate superior in the member of staff's own Unit, and
 - the authorising officer in the Unit which is responsible for the mission being carried out.
14. The signing of the travel order by the authorising officer entitles the staff member to reimbursement of the costs subject to the rules in force.

Passports and visas

15. The cost of the visas and related costs only are reimbursed on presentation of supporting documents. The costs of obtaining a passport and other related expenses, such as for photographs, are not reimbursed.

Authorising expenditure and exceptions

16. It is up to authorising officers to manage the resources for which they are responsible. In particular, they must evaluate whether or not missions and requests for exceptions submitted by staff going on mission are justified in the event of any exception to the general rules applicable, having regard to the requirements of the service and in conformity with the financial rules, in particular on economy and cost effectiveness. They may, where necessary, consult the Staff Payment Office.
17. The Staff Payment Office must inform the authorising officer in good time of any matter of importance which might compromise sound management of appropriations and must draw the authorising officer's attention to the different options allowing the needs of the departments to be met and to the costs involved in each case.

Registration fees for congresses, conferences, seminars, etc.

18. Registration fees for seminars, conferences, congresses, etc. attended at the request of a Unit in the interests of the service are reimbursed.
19. The finalised programme, detailed invoice and proof of payment must be attached to the statement of expenses.
20. Registration fees for seminars, conferences, congresses, etc. for personal professional training purposes are not considered to be mission expenses and must be charged to the appropriations for "training courses and traineeships".
21. Applications for the reimbursement of registration fees for conferences at the place of employment should be sent to the relevant Service within ESMA.



Corporate Credit Card and Advances on mission expenses

22. The credit card which the ESMA will provide free of charge to staff going on mission should be the preferred means of paying for mission expenses (hotels, restaurants, congresses, conferences, local transport, taxis, etc.). Payments using the card are debited 60 days after the end of the month in which the payment was made from the account into which the cardholder's salary is paid and mission expenses reimbursed.

A credit limit of EUR 5 000 has been placed on use of the card. This limit may be increased temporarily on application by the card holder, stating reasons, to the Head of the Corporate Support Unit. When mission expenses incurred using the corporate credit card are reimbursed, the exchange rates applied are automatically increased by the rate applied by the issuing bank to ensure that staff are paid an amount approximating as closely as possible to that debited by the credit card company.

Credit cards are issued after a contract has been signed between the staff member going on mission and the credit card issuer selected by the ESMA. The Head of the Corporate Support Unit must approve each request. The card issuer must process personal data in accordance with the national legislation transposing Directive 95/46/EC and demonstrate to the Commission departments and the individual staff members concerned that this is the case.

The staff member remains directly liable for any amounts not paid to the card issuer.

23. Staff members may request an advance for any mission for which they expect to bear expenses of more than EUR 1000.

24. In no circumstances can advances exceed 80% of the estimated total expenditure indicated in the travel order.

25. Any sums paid by way of an advance will be deducted from the amounts reimbursed to cover mission expenses.

Advances not used

26. If an advance has been paid to a member of staff for a mission that is subsequently cancelled, the amount of the advance is to be automatically deducted from a subsequent salary payment.

V. Transport

General rules

27. Staff travelling on mission must use the most appropriate and cost-effective means of transport for achieving the purposes of the mission in the interests of the service. Particular attention should be paid to the degree of flexibility required for the tickets booked through the travel agency in view of the direct bearing this has on the rates applied. For missions that are organised well in advance and are unlikely to be cancelled, staff should book their tickets at the earliest opportunity in order to take advantage of the best rates offered by the travel agency.

28. All travel is deemed to start at the place of employment at ESMA. Staff going on mission are directly and personally responsible for any excess costs arising from detours made for private reasons, including departures from and/or returns to any other place. ESMA will reimburse only the part of the travel expenses spent for the business trip.
29. Travel expenses incurred for the purposes of a mission are reimbursed exclusively on the basis of the cost of the most appropriate and cost-effective means of transport between the place of employment and the place(s) of mission. Reimbursement will take account of the times of meetings and will be based on the best rates available from the preferential rates negotiated and other fares available through the approved travel agency.
30. For members of staff with a disability recognised by the Agency's medical service, their circumstances will be taken into account in determining the most appropriate means of transport and the terms of travel. The latter also applies, subject to prior approval, to staff members whose mobility is limited due to e.g. injury or pregnancy.
31. In all cases, it is up to line managers to designate the most suitable staff member for each mission, taking account of the conditions in which it will be performed.
32. All tickets should preferably be issued electronically.

Approved travel agency

33. The travel agency assists staff going on mission in organising their missions as efficiently as possible at the best conditions available on the market.
34. The approved travel agency must provide the different rates available, taking account of the requirements of the mission as indicated by the member of staff going on mission, so that the staff member concerned and the authorising officer can reach a decision in full knowledge of the facts. No one may be obliged to spend the weekend preceding or following the mission at the place of mission for the sole purpose of obtaining a cheaper ticket. The approved agency must provide any information, verbally or in writing, needed for the organisation of the mission and will deliver tickets and other documents as quickly as possible.
35. Staff going on mission who uses another travel agency will be reimbursed no more than the amount equal to the best rate available from the approved agency. In cases of force majeure, costs over and above the approved agency's rates will be reimbursed where the relevant authorising officer has granted derogation.

Travel by rail

36. Travel expenses are reimbursed on presentation of supporting documents on the basis of the first-class rail fare, including the cost of seat reservations and any supplements. Any rail ticket that cannot be reimbursed and has not been issued to a named traveller can be used by a member of staff other than the person for whom it was reserved provided that this is mentioned in both files.

Travel by air

37. Air travel is booked:

- in economy class or equivalent, at the lowest available rates, taking into account the times of meetings and/or special features of the mission, for all segments that involve less than four hours continuous flying time.
- in business or equivalent, at the lowest available rates, taking into account the times of the meetings and /or special features of the missions, if the journey includes at least one segment involving at least four hours continuous flying time, after approval of the Executive Director.

Overbooking

38. If boarding is denied, staff members are required to take all possible measures so that the agency will be able to take action against the airline concerned (see Section XVIII — Rights of passengers).

Travel by car

39. The use of a car is authorised where, in view of the specific features of the mission, it improves the cost effectiveness of travel and/or of the mission itself, particularly where the vehicle is shared by a number of colleagues.

Car hire

40. Staff going on mission may reserve hire cars directly with a hire company. The category of vehicle must correspond to the requirements of the mission, taking account of the number of passengers, the distance to be travelled and the place of mission.

41. Should it prove necessary to hire a car in the course of a mission, staff on mission may hire directly from one of the hire companies.

Private car

42. The Agency strongly advises staff against using their own cars when going on mission.

43. Members of staff who choose to use their own cars for mission-related travel remain fully liable for any accidents involving their vehicle and for any traffic offences. The Agency will not accept any requests for compensation or reimbursement.

44. Members of staff going on mission are required to use appropriate, safe and properly serviced vehicles and to comply with the relevant safety rules: rest times, highway code, etc.

Travel by private car for professional reasons

45. Where use of a private car is necessary for professional reasons, travel costs are reimbursed on the basis of the first-class rail fare. However, when staff members carry out missions in special circumstances

where there are definite disadvantages to any alternatives; authorising officers may decide to grant the staff members concerned a kilometre allowance⁴. In such cases, other expenses (motorway tolls, parking, ferry crossings, etc.) can also be reimbursed on presentation of the corresponding supporting documents.

Travel by private vehicle for personal reasons

46. Use of any private vehicle (car, motorbike, plane, etc.) is reimbursed up to the price of the most suitable means of transport. If several people travel together in one vehicle, only the person in charge of the vehicle will receive travel expenses. Where the use of a vehicle for personal reasons lengthens the mission, subsistence costs (daily subsistence allowances and accommodation costs) will be calculated on the basis of the duration of the journey using the most suitable means of transport.

Travel by boat

47. The appropriate class and cabin supplements will be authorised in accordance with the needs of the service and in line with the length and cost of the trip and considerations of cost effectiveness.

Shuttles and taxis

48. While ESMA encourages the use of public transport, taxi may be used whenever (in line with point 79) time and/or safety reasons need to be taken into account for the successful completion of the mission. The staff is encouraged to take a prudent decision in the choice of transport.

49. Airport transfers are reimbursed on request at the price of the shuttle service or on presentation of supporting documents.

50. Public transport expenses and taxi fares are reimbursed upon presentation of original receipts or invoices.

Parking

51. Parking expenses are reimbursed on the same terms as expenses on taxis.

Unused tickets

52. Air tickets must be cancelled immediately by calling or sending an e-mail to the travel agency (see annex 3).

53. Unused or partially used (non-electronic) rail tickets must be returned to the travel agency as quickly as possible. The documents concerned should be handed in to the travel agency in return for a receipt (do not send tickets by mail), which should be attached to the statement of mission expenses.

54. Partially used rail tickets must be cancelled at the station where the journey is interrupted and the fact that they have not been used should be indicated on them.

⁴ The current rate is EUR 0.22 per kilometre.

55. If staff has not been able to cancel unused tickets, the application for reimbursement must be justified and countersigned by the authorising officer.

VI. Daily subsistence allowances

56. (See tables in Annex 1)

Calculation

57. Daily subsistence allowances are calculated according to the actual length of the trip:

- six hours or less: 20% of the daily allowance and any transport costs on the basis of supporting documents, up to EUR 0.22/km if a private car is used or the first-class rail fare if the staff member travels by train;
- more than six hours but not more than twelve hours: half the daily allowance;
- more than twelve hours, but not more than twenty-four hours: the daily allowance;
- each successive 12-hour period: half the daily allowance.

58. The daily allowance rates are subject to periodic review.

59. The following give entitlement to daily allowances:

- days spent at the place of mission between meetings, where justified by the requirements of the mission and where cost-effective.

Expenses covered

60. The daily subsistence allowance is paid as a flat-rate amount and covers breakfast and the two main meals, and any other personal daily expenses, including local transport.

61. Any other expenses incurred in the interests of the service (e.g. photocopies, telephone calls, Internet, costs of exchange transactions, inter-city travel, etc.) or in the event of force majeure or delays will be reimbursed on the basis of a decision signed by the authorising officer and accompanied by the relevant supporting documents.

Long-stay missions

62. A mission lasting more than four consecutive weeks in the same place is regarded as a long-stay mission. For such missions, daily ceiling amount and maximum hotel prices may be reduced by one quarter on the prior decision of the authorising officer.

VII. Accommodation

General rules

63. Accommodation costs are reimbursed together with the daily subsistence allowance.
64. Wherever possible, staff should book accommodation through the hotel database (Annex 2). If necessary, they can seek assistance from the travel agency. Accommodation is reimbursed within the ceilings laid down (Annex 1).
65. Staff going on mission is required to stay in facilities formally serving that purpose. Evidence of payment (hotel bills or equivalent) must comply with local tax legislation.
66. Such evidence must be attached to the statement of expenses and must state separately any breakfast taken as breakfast is, by default, covered by the daily subsistence allowance.

Exceptions concerning hotel expenses

67. Any costs in excess of the ceiling must be justified by the authorising officer.

Accompanied travel

68. If staff going on mission share their hotel room with someone not involved in the mission, they must ask for the single room rate to be indicated on the hotel bill. Failing this, 25% of the price of the double room will be deducted from the amount billed.

Cancellation

69. In the event of the cancellation, postponement or alteration of a reservation, staff must inform the approved travel agency or hotel chain concerned *immediately in writing* (fax or e-mail) (see Section XI).
70. Where cancellation fees are due as a result of negligence on the part of the member of staff concerned, he or she will be liable for the expenses incurred, except in the case of a duly substantiated decision by the authorising officer.

VIII. Expenses paid by organisers; accommodation and meals provided by others

71. Before the mission, the authorising officer must check that there are no potential conflicts of interest and confirm accordingly on the travel order. Tickets must be provided to the staff going on mission by the organisers or paid for directly by the staff member concerned. In the latter case, staff should be aware that they make such payments at their own risk and that the Agency cannot reimburse such costs if the organisers fail to do so.
72. If a Community Institution, an administration or an outside organisation covers the costs of meals, accommodation and/or subsistence, this should be mentioned on the travel order and without fail on the statement of expenses (indicating the number of meals/overnight stays provided per place of mission). In such cases, the daily allowance will be reduced accordingly. The allowance is reduced by 30%

for each meal provided, and by 15% for breakfast⁵. In exceptional cases, the authorising officer by delegation may decide, in agreement with the member of staff concerned, not to grant a daily allowance.

73. Any fees paid by an outside organisation should be declared on the travel order and/or the statement of expenses and will be deducted from the balance for the mission (see also Section XV on gifts). The authorising officer must certify that the mission has been carried out. To this end, all relevant documentary evidence⁶ must be enclosed with the statement of expenses.

IX. Duration of a mission

74. The duration of a mission is calculated from the time of departure of the means of transport used to the actual time of arrival on return to the place of employment.

75. Travel must be organised so that the mission lasts as short a time as possible given the means of transport used and is as cost-effective as possible.

76. The daily allowance is to be calculated on the basis of official published timetables, the starting and finishing times of meetings and the means of transport and type of tickets used and adjusted for incurred delays.

77. Solely for the purpose of settling mission expenses, one hour is added to departure and arrival times for train journeys, two hours before take-off and one hour after landing for journeys by air, and three hours before take-off and two hours after landing for intercontinental flights.

78. In the case of a one-day mission, the duration of the mission should not, in principle, exceed 12 hours.

79. Similarly, the total working day (on mission and at the office) on the day of departure and the day of return should not exceed 12 hours.

80. Staff going on mission cannot be obliged, either at the place of employment or at the place of mission, (not including the extra time added for the purposes of calculating the allowances) to:

- leave their place of employment or place of mission before 07.00 (station or other transport type) or before 08.00 (airport);
- arrive at the place of mission after 21.00;
- arrive at the place of employment after 23.00 (airport, station or other transport type).

81. If the duration of the mission is extended for personal reasons (leave, weekend, public holiday, etc.), substitute times will be applied automatically for the outgoing and/or return journey.

82. The substitute timetables will be calculated on the basis of the most appropriate and most cost-effective means of transport for the normal purpose of the mission.

⁵ If colleagues treat one another to meals on a private basis, this does not have to be declared.

⁶ Examples of relevant documentary evidence would be: the invitation from the organisers, with their full contact details, the official programme of the event, the list of participants, an attendance certificate, a letter of thanks from the organisers or, in the absence of any other supporting document, a solemn statement signed by the member of staff concerned.

X. Changes to a mission

Before you leave

Cancellation

83. If a mission is cancelled, the staff member going on a mission ensures that the operational initiator:

- cancels the tickets and hotel reservations immediately by phone and confirms in writing (e-mail, fax, etc.) as soon as possible either via the approved travel agency or by contacting the transport companies and hotels concerned. Failure to do so will result in any costs incurred by the Agency being charged to you. Any rail ticket that cannot be reimbursed and has not been issued to a named traveller should not be sent back to the travel agency but should be attached to the statement of expenses for the cancelled mission;
- sends a cancellation signed by the authorising officer to the Staff Payment Office;
- indicates any cancellation fees.

Changes to the dates of the mission

84. If any changes are to be made to the dates specified in the original travel order, a new travel order must be issued.

85. Otherwise, and especially where the changes were unexpected, the mission dates must be altered in the statement of expenses as laid down in Section XI.

During the mission

Extension

86. Missions may have to be extended on account of unforeseen circumstances.

87. If the duration of the mission initially indicated on the travel order is extended, leading to additional costs, this should be mentioned on the statement of expenses.

Interruption or modification in the interests of the service (recall)

88. All expenses incurred in relation to the mission will be reimbursed.

Interruption or modification for personal reasons

89. All costs will be met by the member of staff concerned.

Interruption or extension for reasons of force majeure

90. Costs incurred as a result of illness, accident, natural disasters, early return from mission or travel assistance will be covered by insurance (when applicable).

XI. Missions combined with absence for personal reasons

91. An ad hoc signature by the authorising officer is required if a mission is to be combined with absence for personal reasons of more than three calendar days as a result of leave, a weekend, non-working days or public holidays.

XII. Mission interrupting a period of leave

92. Where justified in the interests of the service, as substantiated by the authorising officer, all the costs associated with the interruption of or recall from leave will be borne by the Institution and treated in the same way as a mission.

93. If you are called back from leave, no daily allowance will be paid at your place of employment and accommodation expenses will not be paid. However, if your own residence is temporarily unavailable, you can make a formal declaration to that effect and, if the declaration is accepted by the authorising officer, accommodation expenses may be paid.

XIII. Statement of expenses

94. Immediately on your return from mission, you must draw up a statement of mission expenses which will be signed by the immediate superior, and, where necessary, by the authorising officer. Under no circumstances may this signature be made conditional on the submission of a mission report or any other formality required by an internal circuit. The supporting documents must be sent without delay to the Staff Payment Office. In the exceptional case that tickets, boarding cards and any original supporting documents have been lost or stolen, the staff member going on a mission shall confirm this in writing and provide other evidence for expense claims.

95. Unless the authorising officer issues a derogation in accordance with Section III, any statement of expenses submitted more than **3 months** after the date of return from the mission will not be reimbursed. Following a reminder from the Staff Payment Office, any advances or travel expenses already paid will be deducted from your salary.

96. Statements of expenses should be completed carefully and correctly.

97. Original supporting documents to be attached to the statement of expenses:

- tickets;
- hotel bills or equivalent;
- derogations, if any;
- requests for car hire and car hire contract;
- any other proof of expenditure for which reimbursement is requested.

98. For missions by air, original boarding cards must be attached to statements of expenses. Passenger receipts will be required if a detour has been made for private reasons, if you have paid for the air ticket yourself and in the case of any dispute with an airline.

99. Failure to comply with these provisions will delay reimbursement of the expenses incurred. The actual routes and departure and arrival times of the transport used should be indicated.

XIV. Gifts or payments offered to staff

100. In any event, any fees or other payments received must be declared (on the travel order and/or the statement of expenses) and will be deducted from the total mission expenses payable or from your salary.

XV. Safety on mission and on the roads

101. Staff are reminded that, when travelling on mission, they are solely responsible for their own safety and for the safety of their personal effects and the money in their possession.

102. You should therefore take all necessary precautions, e.g. by not carrying more cash than is absolutely necessary. You are advised to use a credit card and should visit the "Travel Advice" pages, to learn more about safety requirements in the countries to which you will be travelling. It is also a good idea to contact the Delegation in the country you will be visiting and follow their advice.

103. The best way to travel is by public or shared transport (train, shuttle, official car or hired car with driver), although staff needs to consider the safety of such means of transport. The Agency strongly advises staff against using their own cars when going on mission (see Section VI). If you do use your own car when on mission, you must use appropriate, safe and properly serviced vehicles and must comply with the relevant safety rules (rest times, highway code, etc.).

XVI. Travel insurance and assistance

104. If you encounter a problem during a mission, after ensuring immediate assistance for personal health and safety needs, please contact our insurers (see Annex 3), who are on hand 24 hours a day, and follow their instructions.

XVII. Passengers' rights⁷

105. If you are denied boarding, your flight is cancelled or you experience other problems, you should follow the procedure set out below:

106. The first step is to contact a representative of the airline (usually at the airport office) who will record in writing your right to compensation; this will be paid immediately or within 7 days at the latest, in cash, by bank transfer or by cheque. Staff on mission are not permitted to accept travel vouchers. This compensation is in addition to being placed on the next available flight or to a voucher for a night in a hotel and a meal as appropriate. Under no circumstances may staff travelling on mission volunteer

⁷ Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 (http://europa.eu.int/comm/transport/air/rights/info_en.htm), which entered into force on 17 February 2005.

to take a later flight at the airline's expense if they have the option of leaving at the time originally planned.

107. If the delay in boarding threatens the normal completion of the mission, you must decide whether or not to continue the mission.
108. Your statement of expenses must include the amount of compensation received (from which any extra costs to the Agency will be deducted), as well as any nights in a hotel or any meals paid for by the airline; these will be taken into account when settling the mission expenses.
109. If the airline does not honour its obligations, you must, if possible, obtain a signed acknowledgment in writing of this refusal addressed to the Staff Payment Office which, with the assistance of the travel agency, will ensure that the appropriate steps are taken.

XVIII. Medical aspects of missions

Ill health during your mission

110. Notwithstanding point 106, if, for reasons of ill health, you are unable to carry out your mission, are obliged to extend it or are unable to return to your place of employment, you must inform your immediate superior by the quickest possible means, giving your exact address and details of how you can be contacted directly.
111. In the event of hospitalisation during a mission, daily mission allowances will no longer be paid; however, the hospitalisation costs will be reimbursed under the sickness insurance scheme.

Missions to the tropics

112. Staff travelling on mission to the tropics or to certain other countries are advised to make sure that their vaccination certificates are up to date, as it is often very difficult or even impossible to carry out vaccinations in time when they are requested at the last minute or just a few days before departure.

Missions to countries where hygiene is a problem

113. Travellers to countries where hygiene is a problem are advised, as a rule, to drink only water purified using sterilising tabs or from sealed bottles.
114. Staff should also be careful not to use unsterilized water for cleaning teeth or dentures.
115. Staff should not drink unsterilized milk or eat yoghurts or unwashed (or poorly washed) fruit or vegetables.

Staff with health problems or allergies and expectant mothers

116. Staff with health problems or allergies and expectant mothers should draw attention to their condition before having vaccinations of any kind or taking medication to protect against malaria.