INSTITUTE OF TOURISM STUDIES

Duty Travel Policy and Procedure

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Related Policies

External Refences

Government Per Diem Rates: https://finance.gov.mt/resources/per-diem-rates/

Definitions

Accounting Officer	The employee who are responsible for managing the ITS travel arrangements.
Business Class	Flight seating of type “Business”
Class A	Classification of per diem allowance provided to employees at Director level or higher
Class B	Classification of per diem allowance provided from Senior Manager level and below
Conferences	The reference should be taken to include congresses, meetings of experts and symposia organised by international or national bodies.
Contingency Allowance	A monetary allowance which may be provided as a contingency upon the delegate’s request when travelling on official duties, mainly for travelling to and from home/hotel and destination airports.
CTMS	Short for Corporate Travel Management System and is the official government web-based IT system that administers travelling abroad. CTMS is owned and administered by the PSPE Directorate within the Budget Affairs Division, Ministry for Finance and Employment.

Economy Class	Flight seating of type Economy
Employee	An Employee refers to a person employed by ITS or has a contractual position endorsed by ITS CEO
Employee or Employees	All Academics or Administrative staff of the institute.
Full-Board	The provision by a hotel of a bed and all meals.
Half board	The daily provision by a hotel of bed, breakfast, and one main meal.
Hospitality expenses	Expenses incurred by an employee directly related to cordial and generous reception of or disposition toward guests
Ministerial delegation	A group of officers accompanying a Minister abroad.
Official travelling	Incorporates all travel abroad on official duty such as conferences, attendance at selection boards and overseas external training of a duration not exceeding fifteen (15) consecutive days, including weekends and public holidays.

Per Diem Allowance	The standard daily rates of subsistence allowances.
Permanent residence	Continued residence in country of residence for a period of not less than one year before appointment to the public sector.
Subsistence Allowance	A monetary allowance which is provided to an employee travelling outside his/her workplace for accommodation, breakfast, lunch, dinner and sundry.
Sundry Expenses	Miscellaneous, small or infrequent costs such as internal travelling, communication and personal needs.

Abbreviations

ITS	Institute of Tourism Studies
CEO	Chief Executive Officer
COO	Chief Operating Officer

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A. Introduction

This Policy and procedure for Duty Travel explains employees' travel entitlements and provides guidelines, administrative requirements and operational procedures for processing official business or duty travel (such as attendance in meetings and conferences, participation in training courses, official briefings/ debriefings, official consultations, project site visits and project/programme- related missions). The travel entitlements are derived from the Transport and Travel Policies and Procedures of the Public Service Management Code and are correct as of date of this procedure.

B. Scope

This policy for duty travel is provided to explain who is eligible to undertake duty travel on the Institute of Tourism Studies expense and the administrative requirements for travel.

This policy does not cover the procedure for non-duty travel.

Issues or questions not covered by this policy shall be referred to the PAs' to the CEO office, who in turn will review, make recommendations and refer the matter to the CEO and/or Deputy CEO for decision on a case-by-case basis. In making the decision, one will take into account past practices of the employees and be guided by the policies and procedures.

C. Local Allowance

1. Actual board and lodging expenses incurred by employees proceeding on ITS business to Malta and Gozo shall be remunerated as follows:

		Low Season	Mid-season	High Season
		Nov - Mar	**Apr- May**	**Jun - October**
a)	**Breakfast**	€3.49	€3.49	€3.49
b)	**Lunch**	€8.15	€8.15	€8.15
c)	**Bed & Breakfast**	€13.98	€21.55	€29.70
d)	**Half-board**	€22.13	€29.70	€37.85
e)	**Full Board**	€31.45	€39.02	€47.17

2. Employees in Senior Manager grade and above are entitled to the below allowance:

a)	**Lunch**	(Departure in the morning & afternoon return)	€27.95
b)	**Bed & Breakfast**	(Overnight stay & morning return)	€60.56
c)	**Half-board**	(Overnight stay & afternoon return)	€83.86
d)	**Full Board**	(full day and overnight stay)	€107.15

3. The above rates shall apply as follows:

   3.1. Employees required to travel from Malta to Gozo or vice versa for a single day visit by taking the first morning trip and returning by an afternoon boat-trip are entitled to breakfast and lunch at the rates stipulated at (a) and (b) of paragraph 1, above.

   3.2. Employees required to travel from Malta to Gozo or vice versa by an afternoon boat trip and return on the following day will be entitled to half-

board rates stipulated at (d) of paragraph one (1). Full board at the rates stipulated at (e) of paragraph one (1) above will apply if the officer is required to return to base by an afternoon boat trip the following day.

3.3. Employees required to travel from Malta to Gozo or vice versa for a stay which is longer than one night and day will be entitled to full board rates as at (e) of paragraph 1 above for each complete night and day and to supplementary amounts for each uncompleted day of such a stay in accordance with (a), (b), (c) and (d) of paragraph one (1).

4. The rates at paragraph one (1) apply subject to the conditions enumerated below:

4.1. All claims for reimbursement of expenses incurred must be supported by receipted bills.

4.2. Under no circumstances should the applicable rates stipulated respectively for “low”, “mid” and “high” season be exceeded during the applicable period.

4.3. Subject to the limit at (b) above, no reimbursement of board and lodging expenses will be effected without a prior check on the grades of the hotel/ establishment appearing on related bills and that the rate charged conforms to the maximum charges laid down for that particular category of hotel/restaurant.

4.4. The subsistence allowance in terms of paragraph 1 is allowed up to a maximum of thirty (30) days. Reimbursement for a maximum period of thirty (30) days may also be allowed for second and subsequent tours of duty provided that these duties are required in the interests of the relevant directorate and should preferably be carried out by different officers.

5. When an employee is entitled to board and lodging expenses but does not incur any, he/she shall be entitled to an allowance at the rate of €3.38 for each full day and night.

6. A subsistence allowance at the rate of €1.98 per day is payable when:

6.1. An employee is required to travel on duty outside a radius of 5km from his/her normal place of work.

6.2. The period of the necessary absence from the normal place of work exceeds five (5) hours.

6.3. There are no facilities for quick and cheap transport.

7. Refund of actual board and lodging expenses, in accordance with paragraphs 1 and 4, may be made to officers permanently resident in Malta or Gozo who are transferred or posted on first appointment to Gozo or Malta respectively, for a

period of thirty (30) days, or till they find accommodation, whichever occurs the earlier. For the purpose of this paragraph, permanent residence is taken to mean continued residence in either island for a period of not less than one year before the appointment or transfer.

8. The provisions of paragraph 6 do not apply:

   8.1. In the case of first appointment to a post the location of which is specifically advertised; and

   8.2. in the case of transfer at the request of the officer himself, on arrangement between officers, or on disciplinary grounds.

D. Hospitality

1. In incurring expenditure on hospitality out of ITS funds, employee are to abide by the norms in the Code of Ethics at the First Schedule of the Public Administration Act, as follows:

   1.1. Employees should strive to obtain value for public money spent, and avoid waste and extravagance in the use of public resources".

   1.2. Employees shall be efficient and economical in the use and management of public resources".

2. Authority for the disbursement of ITS funds in connection with hospitality must be sought from the CEO.

3. Requests for expenditure under this item include:

   3.1. The donation of gifts and entertainment to lunches, dinners and other hospitality event given to guests of ITS.

   3.2. Requests for the purchase of spirits/refreshments for entertainment of VIPs and official guests of Senior Management ITS.

4. Hospitality expenses may be incurred by Executive Management or their delegates. The details justifying the expenditure is to be provided. These expenses shall be considered for reimbursement subject to standard eligibility requirements applicable to hospitality expenses being duly met.

5. Authority for expenditure on hospitality is obtained as follows:

   5.1. Request must be personally endorsed by the CEO before the expenditure is incurred.

   5.2. Full reasons are to be given beforehand as to why hospitality is necessary.

5.3. Receipts are to be endorsed by the CEO before submitted for refund.

E. Travelling Abroad

1. General Principles

1.1. Official travelling incorporates all travel abroad on official duty such as meetings, visits, conferences, attendance at selection boards and training.

1.2. In cases of periods of duty exceeding three (3) months, the employee is to contact the Deputy CEO who will then inform the Ministry's Director Corporate Services, Ministry for Foreign and European Affairs and provide all details necessary to determine the appropriate expatriation allowance payable. Subsequently the Department is to seek final approval of the People and Standards Division at OPM and the Ministry for Finance and Employment.

2. Obligations

2.1. Employees should be informed that, if they are in doubt about their entitlements, they should seek written advice before committing themselves to any expenditure.

2.2. Employees are obliged to avail themselves of any facilities and amenities being provided as complimentary by the hosts. In addition, officials travelling are to declare all amenities being offered complimentary by the organiser of the event being attended to abroad.

2.3. In instances where an EU Programme (or an equivalent agreement) provides for accommodation and subsistence paid by the organiser and/or is fully reimbursable, then the delegate is entitled to such accommodation and subsistence. In all other instances where an employee travels on official duties, the delegate would be entitled to the subsistence allowance as established in ITS travel regulations less any deductions for accommodation and meals received from the host organiser.

2.4. Employees should be advised that when approached by any embassy or any international or other (local or foreign) institution or organisation in connection with attendance at meetings abroad, the Employees concerned should advise the embassy, institution or organisation that such approach should be made to Government through the established channels.

2.5. The embassy, institution or organisation should also be advised that any offer should be done without indicating any specific nominee and that it is up to the Government to decide on the most suitable nomination. Any individual so referred to by name will automatically be disqualified from nomination by Government.

2.6. An employee travelling shall be responsible for enquiring whether the meeting they are qualify for reimbursements and communicate the correct information to accounting officers handling their travel bookings.

2.7. Employees with outstanding accounts, who provide incorrect or incomplete information, or who persistently fail to meet the set deadlines for providing the necessary reports from previous travel events, are to be precluded from going abroad.

2.8. Employees who will be travelling on official duty to non-EU countries may require a visa for travel. It is imperative that officials travelling on duty abroad take note that visa requirements may differ subject to the type of passport used and the reasons for travel. Furthermore, employees should consider it their prime responsibility to apply for a visa for travel abroad in time and according to the procedures stipulated by the receiving country.

2.9. As soon as employees receive indications that they may potentially be required to travel on official duty or for duties relating to their profession outside of the EU Schengen area, they are to contact the Visa Advisory Unit (VAU) on consular.mfet@gov.mt for any queries at least 4 weeks prior to the intended date of travel, even if such travel has not yet been officially confirmed.

3. Authority and Approval

3.1. Duty travelling incorporates all travel abroad on official duty such as conferences, congresses, meetings of experts, symposia organised by international bodies and meetings with partners.

3.2. Deputy CEO is to request Head of Departments to prepare by the end of November of the previous year, a tentative programme of duty visits abroad, with a contingency for unforeseen visits. The size of the programme should be linked to the funds available to the Department for duty travel overseas. The estimated expenditure for the visit is to be well calculated and any contingent amount advanced is to be kept to a minimum. Such programmes would provide the Deputy CEO with the basis on which to approve requests.

3.3. Employees may, subject to the Institute of Tourism Studies procedures, be authorised in writing by the CEO to travel abroad on official ITS business. A copy of the authorisation to be presented for the eligibility to the Per Diem.

3.4. Before seeking approval from the CEO are to ensure that requests for official travel must be clearly justified and that the number of delegates is kept down to a minimum. When more than one person is required to attend, clear justification needs to be provided to, and approved by the CEO

3.5. All staff are required to fill the Employee travel request form with all their details copy of their passport/ID, copy of the CEO approval and the agenda of the trip.

3.6. The Finance Officer reserves the right to refuse payment or refund of any expenses that are not fully justified by the individual concerned and that are not properly authorised, documented or accounted for in accordance with this Policy.

3.7. Academic staff who are utilising their allocation of Academic Work Resources Funds (AWRF) are to finance their travel requirements following the AWRF Policy and Procedure Guidelines, and the relevant clauses in this policy.

3.8. Academic staff who upon their own initiative travel to conference utilising their academic work resources fund must still obtain approval from the Chief Executive Officer to travel during the academic year.

3.9. Except for instances where the Employee is utilising the AWRF, a request has to be sent through the PAs of the CEO office, through the Employee travel request form with the agenda, justification and a copy of the approval from the CEO, a copy of the invitation, agenda, training programme or other relevant communication have to be attached to the request, in order to enable validation of the expense being incurred.

4. Students Subsistence

4.1. All travel trips that employee wish to partake with or organises for students must firstly be costed and sent to Deputy CEO for approval.

4.2. If costings are approved, the employee must send the costing together with a description of the trip to the CEO for approval.

4.3. Once the trip is approved, the employee and/or the chosen student must submit the Student Travel Request Form

4.4. Students travelling are entitled to student subsistence which is 50% of the applicable per diem allowances are pegged to standard rates applied within the EU. The latest per diem rates are available here (https://finance.gov.mt/resources/per-diem-rates/).

4.5. Students will be entitled to accommodation paid by the institute, and 50% of the applicable per diem which consist of:

Breakfast	10%
Lunch	10%
Dinner	10%
Sundry expenses	20%

If the students' meal is already paid for, it will be reflected in reduction of 10% for each meal from the entitled allowance.

4.6. Students are to adhere to the policies of ITS when representing ITS abroad.

5. Subsistence Allowance

5.1. The standard daily rates of subsistence allowance (per diem allowances) cover complete periods of 24 hours and are fixed for countries to which ITS employees may be sent for duty visits. The per diem allowance covers accommodation costs and subsistence allowance in respect of breakfast and two main meals, local travel, telecommunications, and all other incidental and sundry expenses.

5.2. The applicable per diem allowances are pegged to standard rates applied within the EU. The latest per diem rates are available here (https://finance.gov.mt/resources/per-diem-rates/), and accessible through the CTMS system.

5.3. The per diem allowance is all-inclusive, **except for**:

5.3.1. hospitality expenses;

5.3.2. expenses relating to hotel/airport transfers and local transportation to/from airport, although, in such cases use of taxis should be justified and, where practical, no effort should be spared to utilise the most economic means of transportation available;

5.3.3. expenses relating to the administration of obligatory vaccines for the immunisation of officers in correspondence with the country being visited.

All claims for re-imbursement of such expenses should invariably be supported by receipts.

5.4. The total per diem allowance entitlement for travel abroad is calculated on the number of nights spent abroad multiplied by the per diem allowance, irrespective of the time of departure from Malta.

5.5. Class A or B allowance can cover the following types of expenses in the indicated ratios:

Accommodation	50%
Breakfast	10%
Lunch	10%
Dinner	10%
Sundry expenses	20%

5.6. The total per diem allowance entitlement for travel abroad is calculated on the number of nights spent at the country of destination, multiplied by the per diem allowance, irrespective of the time of departure from Malta.

5.7. When accommodation and breakfast are provided, the per diem allowance shall be reduced by 60%. However, if breakfast is against payment the reduction shall be only 50%. For every meal provided during the stay, the per diem allowance shall be reduced by 10% for each meal up to two meals per day.

5.8. An employee travelling qualifies for an early departure/ late arrival allowance of 20% of the per diem daily allowance when the following conditions are met:

5.8.1. The difference between the time of departure from country of residence and the time of departure from the country of destination back to the country of residence exceeds six (6) hours; and

5.8.2. The departure from country of residence and return back are not on the same day (i.e. the duration of the trip including flight time must exceeds 24 hours); and

5.8.3. In case of multiple flights on return, the time of departure on the last leg of the return trip is taken; and

5.8.4. When the whole stay abroad is work related, i.e. there is no extension to staying abroad which is requested by the delegate for personal reasons.

5.9. The per diem allowance is not paid for ocean voyages during which employees are provided with meals.

5.10. In the case of long-haul air voyages involving overnight flights, 50% of the diem rate applicable to the country of destination is payable for such a night.

5.11. Employees who travel abroad on official duty and return on the same day are entitled to 50% of the applicable per diem daily subsistence.

5.12. In the event of an employee having to spend additional days abroad due to unforeseen circumstances beyond his/her control the following will apply:

5.12.1. Expenses incurred during the first additional 24 hours are to be reimbursed on the presentation of receipts only;

5.12.2. For an extended stay abroad (i.e. exceeding 24 hours) the necessary arrangements should be made with ITS for the employee to be provided with a contingency and/or the official travel per diem.

5.13. An expense incurred abroad should only be reimbursed if all these conditions are met:

5.13.1. it is represented by a receipt accompanied by an explanation of the cost and a justification for reimbursement;

5.13.2. it has not been covered by an official per diem allowance;

5.13.3. it approved by the Chief Executive Officer or Deputy CEO.

5.14. The Chief Executive Officer Services is required to endorse a request to stay abroad for additional nights for attending consecutive meetings, provided a) the requested arrangements are financially justified and b) consecutive meetings are not further than 2 days apart.

5.15. Upon an employee's request for a travel contingency, the Chief Executive Officer, or a person with designated authority, may consider issuing a contingency allowance in advance. Contingency money issued shall be calculated on 20% of the per diem allowance which should not be less than €100 and shall not exceed €230. Expenses actually incurred must be justified and supported by receipts.

6. Travelling Arrangements

6.1. The appropriate class of travel overseas is as follows:

Class "A" Officers Air: Economy or tourist class Sea and Rail: 1st class

Class "B" Officers Air: Economy or tourist class Sea and Rail: 2nd class

6.2. Bookings for air travel are to be made in good time, even provisionally, so that the cheapest for flights of comparable quality and convenience is obtained for the employee and for officers posted abroad.

6.3. As long as flight arrangements can be made, an employee travelling is not to arrive at destination earlier than a day before the meeting and is not to leave later than the day of the meeting. Any arrangements requested for personal reasons by the employee travelling to extend the period of stay abroad should only be considered if the following conditions are met:

6.3.1. the employee travelling will cover any additional expenses incurred;

6.3.2. the employee will not receive any additional subsistence for the extended period;

6.3.3. that this will not impinge on the government's claim for reimbursement of expenses from the meeting organizer.

6.4. Only the CEO, Deputy CEO, Chief Operating Officer and Directors are entitled to travel on Business/Club Class basis at the discretion of the CEO. This may be extended to an accompanying delegate for short haul direct flights, provided it is approved by the CEO. In all other cases, travelling on Business/ Club Class should only be considered in exceptional cases, when there is clear justification for additional expenditure which is presented to and endorsed by the CEO.

6.5. Flight arrangements must be requested through three quotations (one of which ideally be from KM Airlines). Notwithstanding in cases of urgency, and when the estimated value of the flights does not exceed five thousand euro (€5,000), the flights may be procured departmentally through a direct contract at the discretion of the CEO, taking into consideration the amount involved, the urgency attached to the procurement or restrictions of choice and availability.

7. Accommodation Abroad

7.1. Bookings for accommodation should be done as soon as possible, i.e. immediately on confirmation of attendance, or on receipt of meeting schedule, or on invitation for periodic meetings. Booking for accommodation must include the 'free cancellation option'. The free cancellation option should allow free cancellation within 48 hours of the departure date and should be availed of immediately if the trip abroad is cancelled. The 'non-cancellation' option should only be used when it is the only option available, or when economically feasible to do so. Prior to booking accommodation on

a non-cancellation option, this must be endorsed by the CEO and/or Deputy CEO.

7.2. In the event that part/ all of the accommodation fee needs to be refunded back to the officer, and this is not covered by insurance, the Deputy CEO should only approve such refunding when instructions in 6.1 have been followed.

7.3. If, for proper performance of official duty, it is necessary for employees to travel with senior officers and to stay at the same hotel, they may receive the same subsistence allowance as their senior if prior approval by the Chief Executive Officer is obtained. Proof of stay in same hotel must be submitted on return.

8. Insurance

8.1. Travel insurance coverage, for employees proceeding abroad on short-term duty visits, is to be provided by the insurance company chosen by the respective ITS. The choice of an insurance company is to be made within the parameters of the Public Procurement Regulations.

9. Pre-Travel

9.1. Employees travelling abroad are to be made aware of travel regulations, including their entitlements; this will avoid difficulties when accounting for the advancement of allowances for travelling.

9.2. No accounting officer may commit to expenditure on visits abroad, without the prior approval of the Deputy CEO.

9.3. Proposals for official travel submitted through CEO copying in the Deputy CEO & Chief Operating Officer should state the following:

9.3.1. Purpose of Visit: Full reasons as to why the visit is necessary, indicating also whether the visit is EU-related business or otherwise.

9.3.2. Whether attendance is at the expense of the ITS or not: Where attendance is at ITS expense the anticipated cost should be given;

9.3.3. Details of the tangible benefits which are expected to be achieved which directly or indirectly affect the interests of the Institute;

9.3.4. A detailed programme of the work which is expected to be done abroad by the delegation as a whole and the duties which each member is expected to perform during the duration of the entire visit;

9.3.5. Duration Abroad: The actual dates of the full visit are to be provided;

9.3.6. Names and status of employees: All employees names forming part of the delegation and their status and designation;

9.3.7. Breakdown of Estimated Expenditure: A detailed breakdown of all estimated costs is also to be drawn up.

9.4. The official invite or agenda relating to the visit should be made available to employees administering travel, CEO and Deputy CEO. The employee travelling should also be made aware that any updated literature or relevant correspondence needs to be sent electronically through the Employee travel request form for necessary verifications by whoever is processing or approving travel. If the documentation cannot be presented, a written justification from the employee travelling and approval from Deputy CEO needs to be provided to the employee administering travel prior to the purchase of flight tickets.

9.5. Employee administering travel and the Deputy CEO shall not issue and endorse any form of advance for an employee who has pending expenses from previous visit abroad dating back more than one month (1) which have not been settled.

9.6. Deputy CEO and employee administering travel should request the official literature relating to the visit and ensure that in the event that amenities are stated as provided for free by the organiser, any necessary deductions in subsistence are effected, as per regulations.

10. Transfer of Funds

10.1. The Employee is to present, a copy of the relevant agenda or training programme and approval of travel from the CEO to be eligible for allowances.

10.2. In all other instances, the employee requesting subsistence allowance prior to departure shall request for a claim, through the Employee travel request form.

11. Post Travel

A report on each visit is to be submitted by the delegate to the Chief Executive Officer and Deputy CEO and or Chief Operating Officer– Academia by not later than one (1) month after the visit. The report shall include a short explanation about the purpose of the visit, including the aims/goals of the visit, the benefits achieved from

such a visit, the employee's personal remarks, the officials to be alerted about the outcome of the visit and the issues to be followed up in Malta.

F. Document Retention

Category	Retention Period
Copies of Passports/IDs	1 years/ Employee or Student leaves the Institute
Travel request forms	5 years
Insurance Claim	5 years

G. Review

The terms of this policy will be reviewed after its first year of operation and regularly thereafter.

H. Document Control

Version	Purpose of Review/ Changes	Date Published	Date of Next Review
V1	Initial Document	May 2022	June 2024
V2	Policy updated to match PSMC latest version. The policy was updated to include travel with students	16 July 2024	July 2026
V3	Policy updated to match PSMC latest version. The Student Subsistence was changed and updated	May 2025	July 2026