

Supplier - Travel and Business Expense Policy

I. Air Travel

Air travel is authorized only on commercial airlines.

- A. Lowest Practical Airfare – Suppliers are required to use a lowest practical economy class airfare provided by their designated Travel Agency or through ServiceMaster’s negotiated air program, whichever is lower. The lowest logical airfare is defined as any flight (nonstop, direct, connecting or alternate airport), within a two-hour window on either side of the requested departure/arrival time with a savings of at least \$200 or more per business destination or return.
- B. Purchase airline tickets at least 14 days in advance whenever possible – Non-refundable fares should be purchased whenever possible.
 - **Class of Service** – First class and business class air travel is not allowed. All travel will be booked in lowest cost coach class available.
- C. Baggage Fees – Only baggage fees incurred by Supplier which meet the below criteria may be reimbursed:

Business Travel Days	Number of Bags
0-3 days	1
4-7 days	2
8-14 days	3

Excess baggage fees for equipment or supplies needed when traveling on behalf of ServiceMaster are allowed if approved prior to travel by ServiceMaster.

II. Ground Transportation

- A. Car Rental - Suppliers shall reserve no more than an intermediate or economy class, using the ServiceMaster preferred car rental company or the Supplier’s preferred rental car vendor, whichever cost is lower. A larger class of car can be booked when traveling with two or more additional Suppliers or customers. Prior to returning a rental car, Suppliers should refuel their vehicle to avoid excessive refueling charges. All rental cars must be refueled by the traveler prior to return. Do not purchase the prepaid fuel option. ServiceMaster will not pay for or reimburse optional rental car accessories such as prepaid fuel, satellite radios, car racks and car seats. General business guidelines should apply to the use of taxis and other higher price options while on ServiceMaster business. Taxis and other more expensive forms of transportation should be used only when time constraints justify, or where regular airport transportation is inconvenient.

- B. Taxi and Other Local Transportation - Taxis and other more expensive forms of transportation should be used only when time constraints justify, or where regular airport transportation is inconvenient. In those cases, the cost of a taxi to and from places of business, hotels, airports or railroad stations in connection with business activities is permissible unless it is part of commuting from home to a Supplier's regular work site. Use of a taxi is authorized only when circumstances dictate that the total cost is lower than that of a rental car. Suppliers are encouraged to utilize public transportation whenever feasible or prudent from a security perspective. The use of limousines is not permitted.
- C. Parking - Parking fees should be considered in determining total cost of ground transportation. Long-term parking typically offers considerable savings over short-term parking and the most economical available choice is required.
- D. Personal cars - Traveling to a business destination more than 300 miles away are normally expected to travel by air whenever adequate commercial service is available unless requested by ServiceMaster for specific business reasons.

When use of a personal automobile is authorized, ServiceMaster will pay for the applicable business mileage allowances for all miles driven via the most practical direct route, and any reasonable and necessary tolls and parking fees.

The business mileage allowance includes gas and everyday wear and tear on the vehicle. Current IRS mileage rates (or the equivalent worldwide) will apply.

The total reimbursement for all such costs may not exceed the lowest available air travel cost plus rental car cost by policy, and any other related expenses that would have occurred.

When using a personal vehicle while on ServiceMaster business, the associated must maintain insurance on the vehicle at no less than the minimum state requirement.

ServiceMaster will not pay for or reimburse any repairs to associates' personal vehicles even if these costs result from business travel.

III. Hotel & Motel Accommodations

- A. Reservations and Preferred Properties – Suppliers are required to make hotel reservations through their designated Travel Agency website or take advantage of ServiceMaster-negotiated hotel rates, whichever is lower. Overnight stays are reimbursable for the standard single-occupancy rate.

All travelers are required to stay in ServiceMaster-preferred hotels when available and the ServiceMaster preferred rate is to be requested. In cases where a ServiceMaster-preferred hotel is not available, a moderately priced hotel/motel no more than 3.5 Stars that provides adequate safety and is conveniently located to the traveler's location of performance of Services should be selected. These are to be the traveler's first choice in accommodations regardless of any hotel club program or other affiliations; the hotel's detailed statement is required documentation and must be submitted with the invoice.

In the case of international travel, Suppliers should cross check their rate from the Travel Agent with their in-country host to ensure Suppliers receives the most favorable rates possible.

- B. **Non-Reimbursable Hotel Expenses** - As selected hotels charge fees for early or late checkout, travelers should be aware of this and plan their trip accordingly, as business needs dictate. ServiceMaster will not pay for or reimburse for early/late checkout fees unless previously authorized by ServiceMaster.

ServiceMaster will not pay or reimburse discretionary personal expenses such as movie rentals, spa treatments, salon services, personal grooming items, and clothing items.

- C. **Cancellation Policy** - Room reservations are normally "guaranteed for late arrival" when made with an individual's corporate credit card. The card will be charged if a traveler does not honor his/her reservation and fails to cancel the reservation prior to arrival; certain resort properties may require more advance cancellation notice. While circumstances may require a change in travel plans, if a Supplier fails to properly cancel hotel reservations which ultimately result in charges to ServiceMaster, such charges will become the responsibility of the Supplier.

IV. Business Meals

When Suppliers are away from their home city on authorized company business, reasonable meal expenses (including tax and tip) are appropriate expenditures.

When traveling on business, associates should use good business judgment in paying for business meals. Daily personal meals (including breakfast, lunch and dinner) should not exceed maximum of \$55.00.

V. Security

Depending upon security risks, ServiceMaster will restrict travel to locations where the security risks are considered to be significant. For security and control purposes, travel to or connecting through countries without established ServiceMaster facilities is prohibited unless written approval is provided in advance by appropriate management designated by ServiceMaster Corporate Security.

Suppliers who are the victims of crime while traveling on ServiceMaster business should wherever possible notify the local authorities immediately. Suppliers should also complete a ServiceMaster Security Incident Report.

VI. Communications

Suppliers will not be reimbursed for cellular and other telephone expenses without prior written agreement from ServiceMaster. The use of air cards (cellular data connectivity) will not be reimbursed.

VII. Other Expenses

No other expenses will be reimbursed without prior written agreement with ServiceMaster.