



Lovisa

Travel Policy | September 2022



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INTRODUCTION

This policy applies to all employees and contractors of Lovisa Pty Ltd. The purpose of the Policy is to provide guidelines to all employees and contractors of Lovisa who are travelling at the expense of the Company. The policy principally applies to domestic travel and international travel.

For the purpose of this policy, "contractor" is defined as a service provider engaged by the Company to perform a service on the Company's behalf at arm's length.

POLICY OVERVIEW

The document discusses the following issues:

- Travel approval procedure
- Cancellations
- Air travel (Class of travel, airline, booking, frequent flyer miles)
- Accommodation
- Car Rental, taxis and transport
- Personal Vehicle Use
- Tolls
- Food and other incidental expenses
- Documentation requirements of travel (diary and receipts)
- Credit cards
- Insurance
- Travel warnings / Personal Safety
- Passport and visas
- Spousal travel
- Personal travel

The policy must be followed by all employees. Non-compliance with the policy will result in a request for the inappropriate expenditure to be reimbursed to the Company, with significant breaches of the policy punishable by formal written warnings. Repeat breaches of the policy will result in dismissal of the employee, or immediate dismissal on matters of fraudulent behaviour.

POLICY DETAILS

Travel Provider

Lovisa liaises with an external Travel Agency, covering all domestic and international locations.

All domestic and international travel is to be approved by your Line Manager and communicated via Travel@Lovisa.com for booking.

Domestic travel is to be booked a minimum of 2 weeks prior to travel. International travel is to be booked 1 month prior to travel.

Travel Approval Procedure

Prior to undertaking any travel or travel bookings, you must;

- Obtain authorisation from your Line Manager
- Where the travel has not been previously budgeted for, the authorisation must be provided by a senior department head.
- For Domestic and International Travel - Complete a Travel Booking Request form (Appendix 2)
- Booking request forms provide details of the required travel, purpose and duration of the trip. The form must be approved by your line manager or Managing Director.

- Using the authorised form the travel coordinator is authorised to book the appropriate travel. Where possible, the cheapest available tickets will be purchased ensuring the appropriate level of flexibility is obtained. Your travel arrangements should be made to minimize disruption with business operations. *Every effort should be made to travel outside business hours i.e. Land before 8:30am, depart after 5:30pm.*
- In the case of international travel please take the time to check with government advisory services/travel provider if travel warnings are issued advising against travel to countries intended to visit.
- Once the itinerary is complete you should review it closely to ensure all details are correct.
- Travel should be requested as early as possible to allow time to obtain visas if required and issuing of tickets.
- Domestic travel is to be booked a minimum of 2 weeks prior to travel. International travel is to be booked 1 month prior to travel and is to be approved by your line manager or Managing Director.
- Upon completion of travel, all expenses and overall trip report should be submitted to your line manager for review and approval.

Cancellations

If you are unable to travel, or you will miss a return flight, you must contact your Travel@Lovisa.com at least 48 hours prior to scheduled departure.

If you do not check in for a flight, or notify the airline prior to departure, airlines will cancel that flight and may cancel the remainder of the flights on your travel itinerary. It is important to keep all unused reservations active as you may use flights to travel in the future or it will assist if unused tickets are submitted for refund.

Air Travel

Class of Travel

DOMESTIC

All domestic air travel is to be completed in economy class by all travellers, irrespective of position or cost. Inclusive of any internal flights within Australia, New Zealand, Europe, United States, Asia and South Africa.

INTERNATIONAL

All international travel shall be booked in economy class irrespective of position or cost.

No individual may ever fly first class, unless upgraded by the airline at no cost to the Company.

The exchange of any ticket for two economy tickets to allow a spouse to travel with an employee is not permitted.

Airlines

You are required to travel with the preferred airlines as nominated by the Company. The preferred airlines have been selected by the Company and are not to be driven by the personal preferences or frequent flyer mileage membership of the individuals concerned.

Bookings

You are required to submit your domestic travel request at least 3 weeks prior to departure and international travel at least one month before departure. *Bookings must comply with the travel authorisation procedure previously stated.*

When booking air travel, the internal travel coordinator will be instructed to always seek the cheapest fare with the preferred Company airlines. As long as the flights are within a reasonable timeframe for both domestic and international travel, taking into account that there is not a significant lay-over (i.e. more than 3 hours) and you will still arrive in time for your scheduled meeting, *you must take the option that is cheapest.*

Changes to bookings must be kept to a minimum, due to the fees that are incurred. Excessive changes made for personal reasons may be charged back to you.

Frequent Flyer Miles

Frequent flyer miles accumulated by you on business may be retained by you for personal use. Any membership fees associated in joining a frequent flyer program must be paid by you personally and will not be met by the Company.

Frequent flyer points accumulated on Company credit card programs may only be used by the Company for company travel. The business will also book flights for you using company points at their discretion.

You may also be eligible to accumulate frequent flyer miles on hire cars, buses and accommodation.

Forfeiture of seat

At times airlines can over-sell seats on flights. No Lovisa traveller may fore-go their seat on a flight in return for airline benefits without passing those benefits back to the Company.

Documentation

You should retain all documentation for travel to be submitted with other documentation when filing receipts in support of travels made.

COVID-19

The onus lies with the traveller to ensure that they are aware of and abide by all market specific restrictions in relation to COVID-19.

Accommodation

There are expectations that costs are minimised when booking hotel rooms.

Hotel rooms will only be booked for the day of arrival, not the previous night. When arriving in the morning you should make use of airline facilities, hotel fitness centre or temporary rooms for showers.

Accommodation will be charged back to the company. You will be sent a confirmation of accommodation with your itineraries from the internal travel coordinator, which is to be printed off and taken with you when you check in/out of your hotels. If you do not print this form out, or forget to take it with you and the hotel request payment on check out, please request that they contact the internal travel coordinators and they will confirm the chargeback details with them.

Car Rental, Taxis & Public Transport

TRAVEL TO / FROM THE AIRPORT

The most economical mode of transport should be used depending on your circumstances of travel.

In London and Hong Kong the preferred method of transport should be public transport, unless travelling in a group where taxi travel may be the most economical. In major cities such as New York City and Los Angeles taxis are acceptable.

Documents to support all travel must be retained. The only allowable exception is for taxis or similar mobile transport in locations where you are not able to converse in the local language.

CAR RENTAL

LOVISA benefits from a corporate rate when booked through our preferred supplier which is Avis.

Car rentals should be limited to compact or small size cars, unless multiple travellers using the one car warrant's a larger vehicle. No employee may select premium or luxury car rentals.

Personal Vehicle Use

The use of a personal vehicle for business use must be approved by your Manager in advance.

Consider whether the use of a personal car is practical, on a trip-by-trip basis, based on these factors: the cost of mileage, the amount of time required to drive, how long you will be away, and the resulting parking costs.

This clause only applies to you if you do not receive car allowance as part of your remuneration package. You will be reimbursed for the personal use of your car at the current rate. You must comply with all motor vehicle laws and regulations while using a car on company business and understand the limits of Lovisa's responsibilities. In addition, you must carry appropriate insurance. You should have full comprehensive insurance on your personal policy. You will be required to provide proof of a current valid driver's license and full comprehensive insurance to payroll prior to using your vehicle for business use. Reimbursement for the use of a personal car cannot exceed the lowest alternate method of transportation.

Reimbursement should be measured based on the most direct route, unless a deviation is business-related, such as picking up another employee while on route. Personal automobile insurance and normal commuting expenses are not reimbursable. Reimbursement is provided for business-related mileage **in excess** of normal commuting mileage. Total mileage reimbursement, including normal commuting mileage, is authorised when travel requires an overnight stay or when travel is to an airport, bus terminal, or train station for further travel to a distant location.

Travel Pay: The employee's usual commute is not payable. Lovisa offer travel time reimbursement for any travel that is beyond the employee's usual commute. Please subtract the normal commute time to travel to your home store from the total roundtrip time to travel to the "Visiting Store".

Example: regular travel time is 20 minutes to home store and 50 minutes to "Visiting Store" Total Roundtrip hours of pay: 60 minutes. Subtract 100 mins by 40 mins = 60 mins/1 hour compensation for commute time. Employee is responsible to provide the exact times for the commute time and submit to their line manager to add to Kronos.

Mileage driven in a personal automobile for business purposes will be reimbursed at the current IRS-approved rate per mile. All business travel and business purchases must be approved in advance by the employee's Direct Report. Team members are required to complete mileage forms for Leaders approval and send to relevant Payroll teams to process.

Team members can access the Mileage form by logging into their LOLA profile and following the below pathway:

Manuals and Files ➡ **Human Resources** ➡ **Travel** ➡ **Procedures and Guides** ➡ **Vehicle Usage Forms**

Please note: current IRS-Approved rate per mile is at \$.58 per mile. Employee's usual commute is not payable. Lovisa offer mileage reimbursement for any travel that is beyond the employee's usual commute. For example: regular commute to home store is 5 miles, but commute to a "Visiting Store" is 30 miles; therefore, mileage reimbursement for a roundtrip is 50 miles.

Code of Conduct:

While driving vehicles for work purposes, team must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits. The following actions while driving vehicles for work purposes will be viewed as serious breaches of conduct and dismissal may be a consequence:

- Driving whilst using a mobile device
- Drinking or under the influence of drugs while driving.
- Driving while disqualified, or not correctly licensed.
- Reckless or dangerous driving causing death or injury.
- Failing to stop after a crash.
- Demerit points suspension.
- Any actions which warrant suspension of a licence.

Responsibilities as an Employee:

Team who are driving their own vehicles for work purposes will:

- Ensure they hold a current driver licence for the class of vehicle they are driving
- Immediately notify their Manager if their driver licence has been suspended or cancelled, or has had limitations placed upon it
- Be responsible and accountable for their actions when driving vehicles
- Display the highest level of professional conduct when driving vehicles
- Assess hazards while driving and anticipate 'what if' scenarios
- Comply with all traffic legislation when driving a vehicle
- Follow the crash procedures outlined in this policy.

- Ensure the vehicle they are driving is registered and fully insured.

In addition it is required that all drivers:

- Ensure that the vehicle has Bluetooth connectivity to ensure hands free capability
- Take regular and adequate rest breaks
- Stop when tired
- Plan the journey, taking into consideration pre-journey work duties, the length of the trip and post- journey commitments
- Stay overnight if driving time and non-driving duties exceed 10 hours in one day
- Take breaks every two hours
- Use daytime running lights on the open road

Mileage will only be paid upon submitting a completed, and approved, Claim for Private Vehicle Usage Form.

Expense Claims:

Employees are responsible for properly substantiating all charges incurred on behalf of the Company. All expense reports should be submitted in a timely manner, no later than 30 calendar days from the date the expense was incurred. Expenses submitted more than 30 calendar days after being incurred may be denied for reimbursement, at the Company's discretion.

Employees are expected to submit original receipts or other supporting documentation for all business expenses incurred on behalf of the Company in accordance with this policy. However, if a receipt or other supporting documentation is missing, lost or non-existent, employees are required to complete the Missing Receipts Declaration form. The form is to be signed by the employee and employee's direct report and attached in Oracle as supporting documentation for the claim.

All team expense reimbursement claims should be submitted via the Oracle Fusion Expenses app. For getting access to Oracle Fusion to submit expense reimbursements claims, please submit a request using the form located at oracle.lovisa.com/access. Please note that all access requests will need to be approved by your line manager. Once the finance team creates your user account you will receive an email including your credentials and user guides.

If you experience any issues in relation to the Oracle Fusion Expense app contact the Finance Systems Support team via fss@lovisa.com

For the field team, expenses can be claimed for a minimum of two weeks or after

exceeding. \$300+ For Support Centre, expenses can be claimed on a trip to trip basis.

Expense reimbursements are paid on the Friday of every week and need to be submitted and level one approved by the Monday. Any expense claims that are level one approved after Monday will be processed on the following Friday.

For the Team Members who encounter one off travel expenses, these can be claim on the paper expense form found in the general folder on the P-Drive.

The Company assumes no responsibility to reimburse employees for expenses that are not in compliance with this policy.

Tolls

Lovisa will reimburse Regional & State Managers that need to use TOLL roads to get to and from their stores – this is set on individual assessment. Any travel to and from your Lovisa State office is not claimable on expenses. You will need to submit your TOLL statement highlighting the usage for business purposes, which will then be checked by your direct line manager. Please note that we cannot reimburse any TOLL claims that are after 60 days from statement date, so please ensure you are claiming in a timely manner.

Food and other incidental expenses

Food, drinks and alcohol

While travelling it is expected that the Company will pay for most meals, excluding lunch, however, the meals are expected to be based on normal average consumption and are not expected to be based on luxury or five star restaurant eating.

Basic rules that apply to food, drinks and alcohol are as follows;

- Breakfast is to be consumed at the hotel in which you're staying. If this is not included in the rate you need to pay for this upon checking out. This can be claimed back on your expenses upon your return and when providing supporting receipts. Where negotiated accommodation includes the cost of breakfast, the Company will not pay for the breakfast of the individual purchased from another location.
- In room delivered breakfast may only be used where the public breakfast option is not open at the time of departure (such as in the case of an early morning departure). Use of mini-bars in hotel accommodation is limited to bottled water.
- Dinner should be limited to reasonable quality restaurants (not 5 star), with the selection of alcohol limited to reasonable selections of low to mid-range prices. Alcohol should be limited to basic beer and wine options and does not extend to expensive liquor or excessive consumption. Common sense should be applied by you at all times.
- Under no circumstances will the Company pay for the meal of a friend of the traveller. Such expenditure must be paid by you personally or the individual concerned.
- In all cases of dining, the names of the attendees should be written on the back of the receipt.
- Receipts must be provided to support all food, drinks and alcohol purchased. The credit card slip is not appropriate documentation, it must include detailed analysis of items purchased (e.g., Tax Invoice). This enables the Company to claim tax benefits.
- Tipping of restaurant staff should be limited to countries in which tipping is prevalent; this is expected to be North America only. Tips should be limited to no more than 10%. Anything more is at your expense.
- You should be aware that in group dinners the service charge already adjusts for tipping, in such cases no tipping should be provided to restaurant staff even in North America.

You should keep average food, drink and alcohol expenditure on a daily basis to reasonable levels. Common sense should apply in all cases. Approximate allowable expenditure per day (for guidance) follows below, where breakfast is included in the room rate the amount should be reduced by 15% - 20%.

Country	Local currency per day
Australia	\$AUD50
Hong Kong	\$HKD420
New Zealand	\$NZ66
USA	\$US55
Japan	¥5700
United Kingdom	£50
China	\$US35
Malaysia	RM140
Singapore	\$52 SGD
South Africa	R471
India	\$US35
UAE	\$133 AED
France, Germany, Belgium, Austria, Luxembourg, Netherlands	50 Euro
Poland	157 PLN
Switzerland	75 CHF
Mexico	710 PESO
Canada	\$CAN45

Other Expenses

Laundry

Your laundry expenses are only to be paid by the Company for travel in excess of five days duration. Expenses are limited to basic washing and ironing processes of hotels or nearby laundries. You are advised to seek the cheapest rate possible within reason of convenience.

Entertainment

Entertainment while away for business purposes is to be at your expense and not the Company.

Examples of expenditure that is a personal expense, and not a business expense, are:

- Hotel room movies and videos, the only exception being if you are required to stay in the destination over a weekend for work purposes;
- Attendance at sporting events, theatre or music concerts;
- Purchase of reading material including books and magazines. The only exclusion to this is magazines purchased by the Buying team for work purposes
- CDs, DVDs, electronic games and other audio-visual personal entertainment
- Costs of alcohol in nightclubs or other live music venues after dinner
- Any gaming or gambling such as horse racing, casinos etc.
- Shopping for personal effects or souvenirs for family.
- Cameras, videos or other personal items used for personal travel purposes.
- Common sense should apply in all circumstances.

Airline Lounge Membership

Airline lounge membership is considered a personal option, and therefore not considered a work expense. This is due to the quality of airports today now offering multiple eating and drinking options, and in most cases frequent travellers being eligible for membership through other frequent flyer benefits that are the personal benefit of the traveller.

Phones and Communications

You should keep phone and communication costs to a minimum while travelling by utilising email as the preferred method of communication.

Global roaming is to be switched on a minimum of 5 business days before travel international travel. Please lodge a ticket to IT on Lola prior to this timeframe, and include the dates you depart, arrive back home and the countries you will be visiting.

You must always keep the use of mobiles phones to a minimum while travelling. Use of hotel phones when calling for work or personal reasons, or for e-mail dial-up, is not permitted. You are advised to use free wireless networks and/or data links where possible. Use of hotel phones should only be used for email dial-up where wireless or data links are not available.

While you are encouraged to call home during travel, this should be limited to calls to immediate family members and/or partners but under no circumstances should this be on the hotel phone.

Common sense should apply, and excessive use of your mobile, or use of the hotel phone, may result in reimbursement being required back from you to the Company.

Under no circumstance should data roaming be activated whilst outside of your 'home' country.

When in stores you will be required to connect to the store Wi-Fi. You can access the password from the IT department.

Souvenirs and Gifts

In no case should souvenirs or gifts be purchased using Company funds.

Documentation requirements of travel (diary and receipts)

You are expected to prepare and maintain sufficient documentary evidence of all transactions incurred during a trip using Company funds or for expenditure using personal funds that are to be requested for reimbursement from the Company.

Travel documentation is expected, at a minimum, to include detailed receipts and or personal diaries of travel expenses and locations. Receipts must be the original document – photocopies are not permitted.

Where a credit or EFTPOS card was used for payment, both the supplier receipt and the EFTPOS/Credit Card slip must be attached to the claim form.

Where sufficient documentation is not provided for travel, the Company has the right to refuse reimbursement, demand repayment by you or charge the full cost of the travel back to your department (i.e., allowing for incremental tax that the Company may have to pay).

Credit cards

The Company issues a limited number of Company credit cards to employees as required by their position.

Expenses incurred to perform duties on behalf of the Company whether locally, interstate, or on overseas travel are to be claimed back in accordance Expense Reimbursement form.

On those travel occasions where it is anticipated that significant expenses will be incurred (such as on overseas buying trips), the Company will provide an advance to the employee to cover those expenses. On the employees return, an Expense Reimbursement Claim Form must be completed via Oracle in accordance with Company policy reconciling the amount advanced with expenses incurred. The Expense Reimbursement Claim Form must include all receipts and be properly authorised to avoid recoupment from the employee.

Cash Advances for International Travel

Monetary advances by way of cash or direct bank transfer will only be provided to travellers to cover travel expenses upon the arrival in destination (e.g., taxi's, public transport etc.) and the purchase of samples. Travel cash advanced to employees in the above circumstances should be based on reasonable amounts in line with this policy.

In all cases where travel cash is provided to a traveller they must return to the Company upon completion of the trip documentary evidence of the expenditure.

The failure to return documentary evidence or excess cash to the satisfaction of the accounts payable department will result in an indefinite suspension of further travel cash advances until the money is personally repaid by the traveller or forced repayment of the amounts through deduction to the traveller's salary.

In order to obtain a cash advance for international travel, a request must be submitted by you and approved by your line manager a minimum of 2 weeks before travel via Oracle Fusion Expenses app

At the discretion of the Managing Director, the cash advance may be removed as an offering to team.

Insurance

Insurance will be included in travel reservations as our Lovisa insurance covers you. Predominately this will apply to international travel.

In the event of a medical incident whilst travelling you should ensure you advise your line manager as soon as practicable, keeping any receipts for medical services provided to you.

In the event of theft of your property you should immediately advise local police and obtain a police report of the theft, or if it occurs during flights an airline report.

If you are travelling with expensive equipment i.e. video/photographic cameras, please inform the Company internal travel coordinator at time of requesting travel to ensure the equipment is appropriately insured.

Travel Warnings/Personal Safety

Prior to organising travel overseas please check with your government/foreign affairs office regarding the safety of intended destinations. The Company appointed travel provider will also be able to assist with this information. Travel warnings are issued to advise against travel into certain countries and vary in status. If a travel warning has been issued to advise against non-essential travel into a country you intend to visit, travel must be of an urgent nature and you must obtain

authorisation from your line manager and the Managing Director.

Passport and visas

Passport applications are available from Australia Post or can be downloaded

<https://www.passports.gov.au/web/forms/entrypoint.aspx>

Some visa applications can be sent online via <http://www.immi.gov.au/e-visa/visitors.htm>. You are responsible for having a valid passport with at least 6 months validity from date of return from travel. It is your responsibility to ensure you have valid visas for countries you will visit.

Costs of passports and passport renewal will not be met by the Company. New passport applications will only be paid for by the Company where the employee must travel for work and does not currently hold a passport and has no intention to travel overseas for personal reasons.

Please allow sufficient time to obtain new passport (approx. 2-4 weeks) and visas (between 4 – 20 working days).

Spousal travel

Where a spouse travels with you when you're travelling for business, it will be at your own personal expense. The only exception is expenses that do not incrementally increase with an additional traveller such as accommodation or taxis. Incremental airfares, food, public transport and communication costs must be paid for by you.

Personal travel

Incidental personal travel completed by you is an authorised expense of the Company only in certain circumstances. For example, if you are required to be at an overseas location for two business weeks, and therefore are required to spend the weekend away from home, incidental expenses incurred on public transport, food and accommodation over the weekend will be met by the Company. This does not however extend to the following;

- Entertainment covered in this policy as being not reasonable or allowable expenditure;
- Where you finish work in a destination, and personally choose to stay on in the location to see friends or sightsee, the accommodation, food and other expenses incurred over the additional days are to be on your personal account. So too are any additional incremental airfares incurred to go to other locations of your choice for reasons other than work. For example, if you finish work on a Friday evening and stay through to Monday morning before departing the costs incurred from Saturday morning through to Monday morning at a minimum should be borne personally by you. The same rule applies when you deliberately arrive earlier than required for personal reasons.

FORMS:

1: Vehicle Mileage Form

Available by accessing LOLA profiles and following the below pathway:

Manuals and Files ➡ **Human Resources** ➡ **Travel** ➡ **Procedures and Guides** ➡ **Vehicle Usage Forms**

2: Domestic and International Travel Request form

Available by accessing LOLA profiles and following the below pathway:

Manuals and Files ➡ **Human Resources** ➡ **Travel** ➡ **Procedures & Guides**

3: Expense Claim Form

Available by accessing LOLA profiles and following the below pathway:

Manuals and Files ➡ **Human Resources** ➡ **Travel** ➡ **Procedures & Guides**

APPENDIX 1 – DEPARTMENTAL COST CENTRES

Cost Centres for Accounting Purposes

Cost Centre Number	Department
150	Ecommerce
505	Executive
510	Buying
515	Marketing
520	Warehouse
525	Merchandise
530	Operations
535	Property
540	Finance
545	IT
550	Logistics
555	Projects (Business Development)
560	Leadership & Development
565	Leasing
570	Administration
575	Projects
580	Customer Service