ANNEX III: NATIONAL TRAVEL GUIDE (DENMARK)

This annex explains EWB's travel policy for volunteers and staff traveling within Denmark. Find out what travel costs are covered, how to arrange travel, what is not covered, and how to get reimbursed. All guidelines apply to any official EWB activity (whether a members' meeting, an EWB Project or an EWB Response assignment) inside Denmark.

Covered Travel and Expenses

EWB will cover necessary travel expenses when you travel **within Denmark** for official EWB activities (not counting social activities) outside your local area. In general, this means:

- **Inter-Regional Travel:** Transport between different regions of Denmark is eligible for reimbursement (for example, traveling from Jutland to Zealand for a meeting). Note that routine local travel within your city or region (e.g. within Greater Copenhagen) is not covered.
- **Official Meetings and Events:** Travel to attend EWB Board or committee meetings is covered. Travel for project group coordination meetings is covered if the meeting is in another region and is an official, documented meeting that requires physical presence. As a general project group policy, EWB will cover transport costs for two physical meetings per year if the group is spread cross-region.
- **Training and Presentations:** If you are traveling to represent EWB at an external information session (such as giving a talk about EWB at a company or other organisation) or to participate in an EWB training/coordination workshop, those travel costs can be reimbursed.
- **Other Official Activities:** Any travel for tasks specifically assigned by EWB (for instance, meeting a new project volunteer, or a project planning session called by a project advisor) can be reimbursed. When in doubt, always check with the secretariat or your project coordinator to confirm that a given meeting or activity qualifies for travel reimbursement.

The types of expenses EWB covers for domestic travel include standard transportation costs (train, bus, or economy-class flights if necessary) and, if pre-approved, necessary accommodation for overnight stays.

By default, **public transport** should be used for domestic travel, and you are expected to use the cheapest reasonable fare available (students should use youth discounts, seniors use senior discounts, etc.). If driving a personal car is the only feasible option, get approval from your project advisor or the RC beforehand - mileage reimbursement may be provided, usually up to the equivalent of a public transport fare.

Booking Travel and Approval

For travel within Denmark, you arrange and pay your own transport (e.g. book train tickets or drive your own car) in advance and then claim reimbursement after the activity. Always

choose economy class or standard class options - EWB can only reimburse economy-class fares and the lowest practical fare for the route.

If you want to make sure your expenses are covered, always check with the relevant staff member in the secretariat before incurring the cost. Getting prior approval ensures the expense will be recognized and that it fits within the project or event budget.

If an official event requires overnight stay in Copenhagen or Århus, you are expected to use the EWB hotel agreement with the WakeUpCopenhagen chain of hotels. You can find the booking link and discount code on the EWB website or get it from the secretariat. If you have to book an overnight stay outside Copenhagen or Århus, check with the secretariat on pricing.

Expenses Not Covered
Certain travel-related expenses are **not covered** by EWB's policy:

- **Local Commuting:** Routine travel within your home region (for example, within the Copenhagen area) is not reimbursed. The policy is focused on inter-regional travel; volunteers are expected to cover their own local transport for regular meetings or activities close to home.
- **Unapproved Travel:** If you attend events or meetings on your own initiative without prior agreement from EWB, those costs may still be reimbursed if they are eligible, but it is not guaranteed.
- **Travel for Social Events:** Although we would love to pay for your attendance at the Christmas Party, it is hard to justify for our budget and purpose. Unless you have a special role at a social event (speaker, organizer, etc.) your travel costs are not eligible for reimbursement. But, we would still love to see you!
- **Meals and Refreshments:** Food and drink during domestic meetings or travel are only covered if explicitly agreed in advance. In general, do not expect meal costs to be covered for meetings inside Denmark except for special cases (with receipts required for any reimbursement).
- **Personal Expenses:** Any personal side trips, detours, or non-EWB activities you choose to combine with the trip are at your own expense. EWB will only cover costs directly related to the official EWB activity. Similarly, any personal purchases (souvenirs, personal phone calls, etc.) are not covered.
- **Telephone Bills:** Phone calls made within Denmark are not reimbursed. If you need to make long-distance or international calls for project purposes, this should be discussed and approved. Generally, try to use email or online communication for project matters to avoid phone charges.

Documentation and Reimbursement Process
To get reimbursed for your travel in Denmark, you must **document expenses**:

- **Save Your Receipts:** Collect original receipts or tickets for all travel expenses you want reimbursed. Without a receipt or proof of purchase, EWB cannot reimburse the cost. This includes train or bus tickets, flight invoices, hotel bills, etc. If you purchase an e-ticket, keep the email or PDF confirmation.
- **Submit Expense Report Promptly:** After your travel, you will need to submit a reimbursement claim within 90 days. Include all your receipts as attachments. It's best to do this as soon as possible after the trip (while it's fresh and within the same budget year). For larger events or if you received prior approval, note the project or meeting name so it's clear why the travel occurred.
- **Approval and Processing:** Your expense report will be reviewed and must be approved by the relevant project advisor or Secretariat member. Once approved, reimbursement will be processed. All expenses are charged to the appropriate EWB project or activity budget. Make sure you've provided any required references (e.g. project number or meeting name) so that the finance team can easily allocate the costs.
- **Reimbursement Platform:** EWB uses an online reimbursement system (through IDA) for processing volunteer expenses. **See the separate reimbursement guide** for instructions on how to file your expense claim in the system. That annex will walk you through entering your expenses, attaching receipts, and submitting for approval. If you have any trouble with the expense system, you can reach out to the Secretariat for help.
- **Timing:** Try to submit your claim no later than a couple of weeks after the travel. Timely submission helps EWB keep project accounts up-to-date and ensures you get your money back quickly.

By following these guidelines for domestic travel, you help EWB support your volunteer work while maintaining accountability. Always feel free to ask the Secretariat if you are unsure about any travel booking or expense - we are here to help you travel smartly and focus on your mission!

ANNEX IV: INTERNATIONAL TRAVEL GUIDE (WORLD)

This annex explains EWB's travel policy for volunteers and staff traveling internationally (outside Denmark) on EWB assignments. It details what travel and expenses are covered for overseas deployments, how to arrange international travel, requirements for conduct and safety during missions, and how to handle expenses. These guidelines apply to all international travel under EWB.

Travel Arrangements and Booking

When you are selected for an international EWB assignment, the **planning of your trip** will be done in coordination with EWB's Secretariat. International travel often involves flights and more complex logistics, so it's important to follow EWB procedures:

- **Approval and Coordination:** Do not book any international travel on your own without approval. First, work with your EWB project adviser or Response Coordinator (as applicable) to confirm the need for your travel and the timing. A Terms of Reference (TOR) for your mission or a clear assignment description must be in place and approved by EWB before travel is arranged. The Secretariat (e.g., an international project adviser or the mission coordinator) will usually oversee travel arrangements once the mission is approved.
- **Flight Booking:** EWB normally books your international flights through our designated travel agency to ensure we get safe routes at good prices. We always travel economy class – **only economy-class tickets are covered**, and we aim to use the most cost-effective reputable airlines and routes. If you find a particularly suitable itinerary yourself (for example, a cheaper flight online that fits the mission schedule), discuss it with the Secretariat before booking. In general you may choose another ticket if it is within an variation of 20% from the cheapest option.
- **Other Travel Modes:** For travel at your destination (such as regional flights, train journeys, or car hires in-country), the arrangements will be made as part of mission planning. Sometimes our local partners will assist with in-country travel. Follow the guidance of your mission manager or project leader on the best way to get around in the host country. Safety and reliability are priorities – for example, we avoid using local airlines or transport companies that have poor safety records.
- **Class of Travel:** As a volunteer, you are expected to **fly economy class** and use standard accommodations. Business-class or first-class travel is not covered by EWB, unless there is an exceptional circumstance (which would require explicit approval from EWB leadership in advance, and such cases are extremely rare). The same goes for trains or other transport – use 2nd class or equivalent. We seek the most reasonable fare, not luxury, in order to use donor funds efficiently.
- **Travel Timing:** Try to be flexible with travel dates and times to get better fares if possible, but also ensure the schedule works with the project needs. The Secretariat will help find a balance between cost and convenience. You will receive a proposed itinerary for approval before tickets are purchased.

Covered Travel Expenses
EWB will cover **all necessary travel-related expenses** for your international mission. Here is what is generally included (assuming prior approval and within reason):

- **Flights and Transportation:** All flights from Denmark to the mission country and back (and any required connecting flights) are paid by EWB (typically booked directly by us). Also, necessary transport such as trains or buses to and from airports, and reasonable local transportation in the destination country (taxis, rental cars, drivers, or public transport as appropriate) are covered. Keep receipts for taxis or tickets for reimbursement if you pay on the spot.
- **Visa and Entry Costs:** If you need a visa or to pay entry/exit fees for the country you're deploying to, those costs are covered. You should obtain an official receipt or proof of payment for any visa fees so that it can be reimbursed. Visa expenses are considered part of project costs.
- **Vaccinations and Medical Prep:** Required travel vaccinations or preventive medications (like malaria tablets) that are recommended for your destination will be reimbursed by EWB. You are responsible for arranging your own shots/medications with your doctor, but save the receipts from the doctor's office or pharmacy. (Note: It's important to plan vaccinations well in advance – some immunizations may need to be done weeks before departure).
- **Travel Insurance:** EWB provides you with travel health insurance and accident insurance coverage for the duration of your mission. The cost of this insurance is covered by EWB as part of the project budget. Prior to departure, the Secretariat will give you insurance details or an insurance card. This insurance covers you in case of medical emergencies, evacuation, etc., while on assignment.
- **Accommodation:** Your lodging at the destination is covered. Usually, the local partner or EWB will arrange a guesthouse, hotel, or other safe accommodation for you. If you need to book accommodations yourself, get approval and keep all receipts. Accommodation should be modest – we do not cover luxury hotels, only standard, safe lodging convenient to your work location.
- **Daily Living Expenses:** While abroad, your necessary daily expenses (meals, drinking water, local incidentals) are covered by a fixed per diem allowance, following the Danish Tax Authorities' rates. This means that you get a fixed rate, and should not submit receipts for food, drinks and others. You may want to save your receipts regardless.
- **Local Communications:** EWB will cover work-related communication costs in the field to a reasonable extent. For example, buying a local SIM card or pay-as-you-go phone plan for calls and data in-country is an allowable expense (save the receipt). We encourage you to get a local SIM instead of using a Danish SIM, because using your Danish phone plan abroad (roaming) can be extremely costly and would **not** be considered a reasonable expense. Any **necessary** international calls during the mission should ideally be done over internet (Skype/Zoom or similar) rather than traditional phone lines. If you must make an international call for mission purposes that

incurs costs, document the reason and get approval – otherwise such costs may not be reimbursed.

- **Miscellaneous Fees:** Other required costs such as airport departure taxes (if not included in tickets), baggage fees (for mission equipment), or reasonable shipment of materials/equipment can be covered if they are part of the project. Always check with your project adviser if you encounter an unexpected expense in the field to see if it can be covered.

Always remember: the guiding principle is that EWB covers **necessary and reasonable** expenses that are directly related to your work in the project or mission. If you're unsure whether something is reimbursable, ask your mission team leader or the secretariat before spending the money.

Advance Payments and Travel Budget
International travel can be expensive, and EWB recognizes that volunteers might not want to pay large costs out-of-pocket and wait for reimbursement. For this reason, we handle many big expenses upfront and can also provide advances:

- **Pre-Travel Budget Agreement:** Before you depart, you will work with your project leader or the designated EWB coordinator to create a **travel budget** for your mission. This includes estimated costs for flights, visas, insurance, accommodation, daily expenses, etc. The budget ensures everyone is on the same page about what will be covered.
- **Flights and Pre-paid Items:** Big-ticket items like international airfare are usually paid directly by EWB (so you do not have to purchase the flight on your personal card). Similarly, if possible, EWB will pre-pay things like your insurance or a hotel booking.
- **Cash Advances:** If there are significant in-country costs (for example, you need cash for food or local transport), EWB can provide you with an **advance payment** (a pre-trip disbursement) to cover those expected expenses. This is often done if you are using the per diem system or if certain expenses must be paid in cash locally. The advance amount is usually based on the agreed budget (for instance, if your meals for 2 weeks are budgeted at X kroner, you might receive that amount upfront).
- **Managing the Advance:** You will be responsible for managing any advance funds carefully during your trip. Treat it as project money. Save receipts for how you spend the advance. After the trip, you must reconcile the advance against actual expenses (see Reimbursement section below). If you did not use all of the advance money, you will need to return the unspent portion when you settle your expenses. Conversely, if you spent more than the advance on approved items, EWB will reimburse the difference, provided you have receipts and the expenses were in the approved budget.
- **Currency:** Advances are typically given in DKK to your bank account before travel or occasionally in cash or equivalent if needed. You may need to convert some money to local currency upon arrival (keep the exchange receipt for reference). In some

missions, EWB or the local partner might hand you a cash allowance on site – if so, you will sign for it and still treat it as an advance.

Expenses Not Covered

Just as important as knowing what is covered is understanding what **cannot** be charged to EWB. The travel policy has clear boundaries to ensure funds are used appropriately:

- **Personal Travel or Extensions:** If you decide to extend your trip for personal travel or take leave before/after your official mission, those costs must be separated and paid by you. EWB will only cover the expenses for the official mission period. For example, if you fly to a country for a 2-week mission and then stay an extra week on vacation, any additional hotel nights or change fees are on you.
- **Upgrades and Luxury Expenses:** Upgrades to flights (e.g., business class) or accommodation (staying at a resort instead of the provided hotel) are not covered. If you choose to upgrade, you will have to pay the difference. Stick to the standard options arranged or approved by EWB.
- **Alcohol and Entertainment:** As with domestic travel, alcohol is not reimbursed outside acceptable drinks (two beers, or two glasses of wine) with normal meals. Also, leisure activities, sightseeing tours, or personal entertainment expenses are not covered by EWB funds. You may of course enjoy your free time during a mission, but any tourism or recreational costs are yours personally.
- **Unapproved Expenses:** Anything not explicitly related to the project work is generally not covered. For instance, if you spontaneously buy equipment or services in the field without discussing it with the project team, you risk that it won't be reimbursed. Always get approval for significant expenses that weren't in the original plan.
- **Loss or Theft:** EWB cannot reimburse personal money lost or stolen during travel, nor can it usually cover lost personal items. Take care of your belongings and keep any cash advances secure. If project equipment or funds are stolen, report it immediately to the mission manager, but personal losses are your own responsibility.
- **Phone Roaming Charges:** As mentioned, expensive roaming charges on your personal phone are not considered a necessary expense (because cheaper alternatives exist). If you forget to get a local SIM and rack up a huge phone bill, EWB may decline to reimburse that, viewing it as avoidable.

Reimbursement and Reporting

When you return from an international mission, there are a few administrative tasks to complete to settle your travel expenses:

- **Travel Expense Claim (TEC):** You must prepare a detailed expense report (travel claim) **within two weeks after returning** from your trip. This is a firm deadline to help wrap up the project accounting promptly. On the report, list all expenses you incurred, the amounts, and the currency, and attach all corresponding receipts. EWB has a standard expense form for travel – use this if provided, or use the online system

as directed. If the report is not submitted within 90 days, your reimbursement is considered void.

- **Attach Receipts:** Every expense listed in your report needs proof. Include original receipts for everything: flight e-ticket invoices, hotel bills, restaurant receipts, taxi receipts, visa receipts, etc. For any currency exchanges or ATM withdrawals of advance money, include those slips too if available. The finance team needs these for auditing purposes. If you lost a receipt, try to obtain a copy or other verification (credit card statement showing the charge, for example). Note: external auditors review our accounts annually, and **every expense must be documented** to pass audit, so it's very important to have receipts.
- **Reconciling Advances:** If you received an advance, you will reconcile it in the expense report. Essentially, you'll subtract your total expenses from the advance you got. If expenses were less, you owe back the remainder to EWB; if expenses were more, you will be reimbursed the extra. For example, if you got a 5,000 DKK advance and spent 4,800 DKK (with receipts), you'll return 200 DKK to EWB (the report will show this). If you spent 5,200 DKK, you'll get 200 DKK reimbursed to you after approval. The project advisor or mission manager will review your expense report, and then the finance department will arrange reimbursement or calculate any refund due.
- **Using the Reimbursement System:** Like domestic expenses, international expenses are filed through the IDA online system. Check to Reimbursement Guide for step-by-step instructions.. Ensure you select the correct project or mission number for all items so that costs are booked to the right place.
- **Follow-Up:** After everything is submitted, stay reachable in case the finance team or project coordinator has questions about any expenses. Once your report is approved and any balances are settled, you'll receive confirmation. Reimbursements are usually paid via bank transfer. If you don't see your reimbursement within a few weeks of approval, contact the Secretariat to check the status.

Representing EWB: Clothing and Equipment

While on an international mission, you are not just a volunteer - you are also an ambassador of EWB and this entails both responsibilities and protections. When doing work on mission, you are required to be clearly identifiable as an EWB volunteer at all times. This is to make sure that you can be clearly identified as a humanitarian and to avoid suspicions about intent and impartiality.

- **Wear EWB Branded Gear:** Whenever feasible, wear **EWB branded clothing or identification** during your deployment. This could be an EWB t-shirt, polo, jacket or vest, and usually an EWB cap or hat. The goal is to be recognizable as a member of Engineers Without Borders to partners, local communities, and other agencies. EWB will provide you with some branded items before departure (e.g. shirts, caps, maybe a high-visibility vest with our logo). Wearing these also fosters trust and visibility, showing that you are part of an official humanitarian organization.

- **Company Clothing:** Many of our volunteers come from partner companies that support EWB. You are welcome to wear your company's apparel *in addition* to EWB branding, especially if the company is a sponsor or partner of the project. However, EWB **must** remain clearly visible. For example, you might wear your company's T-shirt but add an EWB cap, or pin an EWB badge to your shirt. The key is that anyone meeting you will associate you with Engineers Without Borders. If there is any doubt, prioritize wearing the EWB logo over any other.
- **Required Field Equipment:** On some missions, the Mission Manager or project lead will issue specific gear that you must use. For instance, you may be given an **EWB belt bag** (often a waist pouch with EWB logo) to carry ID and essentials. You might also be required to carry an **individual first aid kit (IFAK)** at all times, as well as a **"grab bag"** - a small ready bag with emergency supplies (e.g., flashlight, water, copy of documents, basic survival items) that you keep with you in case of evacuation or seeking shelter. If you are instructed to carry or wear these items, it is for your safety and quick identification. Make sure you understand how to use any safety equipment provided.
- **Professional Appearance:** Even though we work in sometimes challenging conditions, try to maintain a professional and respectful appearance. Wear clothing appropriate to the local culture and your work environment, and keep the EWB gear clean and visible. This shows respect for our hosts and pride in our organization.

Safety and Security on Mission

Your safety is paramount. EWB has policies and support in place to help keep you safe during international deployments, but you must also take personal responsibility and follow all guidelines:

- **Pre-Deployment Training:** You are required to complete the EWB Deployed - What now? Course before traveling. This training provides essential knowledge on how to handle various safety and security situations in the field. If you have questions about accessing this course, ask the EWB staff well before your departure.
- **Safety Briefings:** Before and upon arrival in the host country, pay close attention to all **safety briefings** and instructions given by EWB, the Mission Manager, or any partnering organization. Country-specific safety protocols will be explained to you – this can include information about areas to avoid, curfews, how to contact help in an emergency, local cultural norms affecting safety, etc. Always follow these guidelines. They are created based on expert advice and local knowledge to protect you.
- **Mission Regulations:** Comply with the mission-specific safety rules. This includes using required safety gear (like hard hats on construction sites, or life jackets near water, etc.), following check-in schedules (e.g., daily radio or SMS check-ins if that's part of the security plan), and adhering to movement restrictions (for example, not leaving your accommodation after dark unless authorized). If the mission manager or security officer gives an instruction, treat it as mandatory, not optional.
- **Emergency Preparedness:** Always keep the emergency contact information provided to you handy (e.g., phone numbers for the mission leader, local emergency

services, and EWB emergency line). Know where your first aid kit and grab bag are at all times. The reason we emphasize keeping a “go-bag” is that in crises (like sudden evacuation or natural disaster), you might need to move quickly. Practice what you would do in different scenarios (fire, security threat, medical issue) so you’re not caught off guard.

- **Health Precautions:** Look after your health by following medical advice (drink safe water, use mosquito nets or repellent in malaria areas, etc.). The insurance we provide will cover you if you fall ill, but prevention is better than cure. Inform the mission leader immediately if you feel unwell or unsafe at any point. We have protocols to evacuate or assist volunteers in case of serious illness or security deterioration.
- **Situational Awareness:** Stay aware of your surroundings and use common sense. Representing EWB also means acting responsibly - avoid taking unnecessary risks. You are expected to act in a manner that does not jeopardize yourself, your team, or the community. This includes things like not driving vehicles if you’re not authorized or too tired, not venturing into unknown areas alone, and respecting local laws and customs. Remember, **EWB will not send volunteers to high-risk environments**. If conditions change and become unsafe, EWB will take action, which could include pulling you out of the country. Trust our judgment on these matters and always communicate any concerns.
- **Support and Communication:** Keep communication lines open with your EWB contacts. Regularly update your PA or RC along with the Mission Manager on your status during the mission, as agreed (for example, a brief weekly email or as otherwise scheduled). If any incident occurs - even a minor one - inform your mission manager and the EWB Secretariat straight away. We are here to support you 24/7 while you are deployed, but we can only help if we know what’s going on.

Always report any accident, injury, or security incident

immediately to the mission manager