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1.0 Purpose

The purpose of these Supplier Travel Expense Standards (“Standards”) is to identify the minimum expectations Ally and its Affiliates hold Supplier and Subcontractors accountable to adhere to while performing Services in accordance with the Agreement.

2.0 Scope

These Standards apply to all Ally Suppliers, as well as their Subcontractors, and should be read in conjunction with the Agreement, as these Standards are in addition to any obligations or other requirements specified in the Agreement. In the event of any conflict between such obligations or requirements and these Standards, whichever is most protective of Ally shall apply.

3.0 Supplier Requirements

While providing goods or Services to Ally, Supplier must comply with these Standards as appropriate without charging Ally any additional fees.

4.0 Definitions

The following definitions shall apply only to these Standards. Capitalized terms used but not defined herein have the meanings given to them in the Agreement.

“**Ally Manager**” means the Ally representative responsible for overseeing the work of the Supplier/Subcontractor.

“**Subcontractor**” means a person or entity, other than Ally and the entity named as “Supplier” in the Agreement preamble that has been delegated or assigned certain performance obligations that may involve access to Ally site’s, Ally System(s) or Ally Data under the Agreement.



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“**Supplier**” means Supplier, Supplier Affiliates, and their consultants, Subcontractors, agents and representatives that perform Services under this Agreement.

5.0. Supplier Travel Expense Standards

In the event that the Services require business travel that Ally expressly agrees is reimbursable under the Agreement or Statement of Work, Suppliers must exercise sound business judgement when making business travel plans so that planned travel is appropriate and necessary. Decisions regarding travel, method of reimbursement, and necessary reporting may be reflected in the Agreement or Statement of Work with the Supplier. The Supplier must comply with the following Standards in the absence of more specific or stringent provisions in the relevant Agreement or Statement of Work.

5.1. Standards and Applicable Laws

Suppliers traveling on Ally’s behalf are responsible for complying with these Standards and all applicable laws. Supplier is responsible for timely preparation and submission of proper expense reports for all business travel. All submitted expenses must have a legitimate business purpose.

5.2. Arranging Travel

- 5.2.1. Prior to travel, Supplier and Subcontractors must obtain written approval to travel from their Ally Manager.
- 5.2.2. Supplier must contact their Ally Manager to have travel arranged on their behalf.
- 5.2.3. Supplier may not use Ally-negotiated rates for their personal travel.

5.3. Exceptions

- 5.3.1. Travel by Supplier on Ally business must be booked through Ally designated travel providers to obtain Ally-negotiated rates with preferred vendors. However, if other rates equal to or less than Ally rates can be obtained, Supplier may use Supplier’s rates. Ally must approve these situations in writing prior to booking the travel.
- 5.3.2. If any travel is booked through non-designated travel providers, the related expenses will only be reimbursed up to the amount of Ally-negotiated rates with preferred vendors. Any costs in excess of these rates must be absorbed by the Supplier or their agency.

5.4. Air Travel

5.4.1. Domestic Travel Guidelines

- 5.4.1.1. Ally’s designated travel provider has been instructed to offer tickets with the lowest logical fare.
- 5.4.1.2. Lowest logical fare is defined as the lowest non-refundable fare available at the time of booking within three hours of the requested arrival/departure time.
- 5.4.1.3. Lowest logical fare offerings include: alternative carriers (including low cost carriers), alternative airports, and routings with one connection between the origin and destination cities.
- 5.4.1.4. Supplier should accept the lowest logical fare if business conditions allow. Coach and/or economy class must be used for all domestic travel. Upgrades may be made at Supplier’s expense; more costly flights may not be booked simply to allow the Supplier to take advantage of upgrade opportunities.
- 5.4.1.5. Advance airfare purchases often result in significant savings and must be made whenever possible. Typically, lowest cost airfare is available 14-21 days in advance of travel. Tickets purchased less than seven days in advance of travel require written Ally approval.



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5.4.2. International Travel Guidelines

Business Class may be selected for international flights that are four (4) hours or longer in duration (flight time).

5.4.3. Frequent Flyer Programs

- 5.4.3.1. Frequent flyer program benefits may not influence flight selection or routing.
- 5.4.3.2. Upgrade certificates may be utilized for business travel as long as the resulting cost of travel does not exceed Ally's preferred or negotiated rate, or other available lower-cost alternatives.
- 5.4.3.3. Supplier may retain non-monetary rewards offered by airlines, hotels, and car rental companies for its personal use. Cash rewards may not be retained and must be remitted to Ally.
- 5.4.3.4. Supplier is responsible for managing its own frequent flyer and preferred traveler memberships.

5.4.4. Extra Night Stay

- 5.4.4.1. An extra night stay is allowed, if it results in a significant reduction in the airfare and is pre-approved by Ally in writing. As a rule, additional costs for lodging and meals must not exceed 50 percent of the savings in airfare, although in some cases additional costs will be allowed up to the full amount of the savings.
- 5.4.4.2. Where additional expenses are claimed, the Supplier must submit documentation to evidence the savings.

5.4.5. Itinerary Changes

Additional charges resulting from late itinerary changes are allowed, if required for business reasons and pre-approved in writing by Ally, otherwise they must be paid by the Supplier or their agency.

5.4.6. Trip Cancellation/Credits

- 5.4.6.1. Supplier must work with their Ally Manager to notify Ally's online booking supplier in advance of trip cancellation.
- 5.4.6.2. Generally, unused tickets (both refundable and non-refundable) will remain valid for comparable travel for a period of one year. Supplier is responsible for utilizing any credits it has received for cancelled tickets for future Ally-approved business travel.

5.4.7. Airline Ticket Billing/Payment

Airfare and agency transaction fees are to be charged directly to the Supplier or agency and paid by the Supplier.

5.4.8. Registered Traveler and Airline Club Memberships

Fees paid for registered travelers or airline club memberships are not reimbursable business expenses.

5.4.9. Baggage Fees

- 5.4.9.1. Baggage fees charged by the airline in the normal course of travel are reimbursable.
- 5.4.9.2. Excess baggage charges are reimbursable only if incurred due to business necessity.



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5.4.10. Airline Compensation

Supplier may volunteer to receive airline compensation for relinquishing seats on over-booked flights only if Supplier is traveling outside normal working hours and/or the trip delay will not result in an interruption or loss of, or adverse impact to, Ally's business.

5.4.11. Trip Insurance and Incidental Expenses

- 5.4.11.1. Airline trip insurance is not a reimbursable business expense, nor does Ally provide insurance coverage for non-employees.
- 5.4.11.2. Incidental expenses (e.g., in-flight movies, refreshments, headsets) are not reimbursable.

5.4.12. In-Flight Internet Access

In-flight internet access is reimbursable if a specific Ally business need necessitates access while in-flight.

5.5. Lodging and Meals

5.5.1. Booking Through Designated Travel Providers

- 5.5.2. All lodging or hotel reservations for business travel must be made through Ally's online booking tool, subject to Section 5.2 above. Supplier must contact their Ally Manager to have travel arranged on their behalf. Supplier may not reserve lodging through non-authorized internet sites such as Hotels.com, Expedia, Travelocity, or direct hotel websites.

5.5.3. Room Rate and Category Guidelines

- 5.5.3.1. Supplier must work with their Ally Manager to book 'single' or comparable room categories. While rates will vary by travel destinations, Supplier should book the lowest applicable hotel rate provided by the travel provider (e.g., Ally rate, AAA if member, "Best Available Rate").
- 5.5.3.2. Upgraded accommodations may be allowable under certain circumstances but must be approved by Ally in writing prior to booking.
- 5.5.3.3. Supplier is responsible for ensuring the rate charged by the hotel matches the confirmed rate from the itinerary, for resolving any rate discrepancies, and for obtaining credits or refunds for excess charges.

5.5.4. Scheduling Changes and Cancellations

- 5.5.4.1. Supplier is required to work with their Ally Manager to notify Ally's online booking supplier of scheduling changes for travel in sufficient time to avoid penalties or other charges, so that hotel reservations and other arrangements can be changed.
- 5.5.4.2. Cancellation of a hotel reservation must be within the hotel's designated cancellation period to avoid 'no show' charges. Charges resulting from a cancellation are to be paid by the Supplier or agency unless the cancellation was necessary due to an Ally business requirement and notification within the hotel's cancellation period was not possible. A cancellation confirmation number must be obtained from the hotel to avoid disputes over improper charges.

5.5.5. Personal Meals

- 5.5.5.1. Reimbursement for the cost of personal meals for Supplier traveling on business must not exceed \$125 per day. Supplier is responsible for any amount exceeding this limit. This limit applies whether the Supplier is taking meals at their hotel or at restaurants outside the hotel.



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- 5.5.5.2. Suppliers are not permitted to purchase gift cards, refill mobile app balances, or other cash equivalent transactions in order to purchase meals.
- 5.5.5.3. For Suppliers traveling and taking meals together, each must pay for their own expenses.

5.5.6. Frequent Guest Programs and Hotel Clubs

Charges for frequent guest programs or hotel clubs (e.g., health and fitness) are not reimbursable.

5.5.7. Personal and Incidental Expenses

Personal care services and items (e.g., haircuts, newspapers, in-room movies) are not reimbursable and must be paid by the Supplier. However, laundry charges are reimbursable for stays of over five consecutive days.

5.6. Ground Transportation

5.6.1. Vehicle Rental

Rental vehicles may be used when traveling only if the cost is less than utilizing taxis, trains, shuttles, or other available ground transportation options, or if there is a business need which makes having a rental vehicle a necessity. Supplier must have Ally's pre-approval, in writing, prior to booking a rental vehicle.

5.6.2. Use of Designated Travel Provider and Preferred Suppliers

5.6.3. Rental vehicle reservations for business travel must be made through the Ally Manager utilizing Ally's online booking tool and with a preferred vendor for car rentals, subject to Section 5.2.

- 5.6.3.1. For extended travel, vehicle rental agreements should be renewed every 15 days unless a more cost-effective monthly rate can be obtained.

5.6.4. Vehicle Class

Supplier must work with their Ally Manager to book mid-sized or smaller vehicles when traveling. Upgraded vehicle classes are allowed if provided at no additional cost, or in the case of an approved business requirement.

5.6.5. Insurance

Ally does not provide insurance coverage to Supplier or Subcontractors, and incremental insurance costs are not reimbursable.

5.6.6. Refueling

Rental vehicles should be refueled prior to returning to avoid excessive fueling surcharges. Where special circumstances exist that do not permit refueling prior to return, comments explaining the situation must be clearly documented in the expense report.

5.6.7. Reporting Accidents

- 5.6.7.1. In the event of an accident involving a rental vehicle used for Ally business, the traveler must immediately notify the local police and obtain an official police report. The Supplier must also immediately notify the car rental agency and advise as to the extent of the damage.
- 5.6.7.2. If the rental vehicle is unsafe or immobile, the Supplier must request the car rental agency provide a replacement vehicle and arrange for removal of the disabled vehicle.



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5.6.7.3. Ally Corporate Insurance must be contacted by the Supplier as soon as reasonably practical to provide guidance on these situations.

5.6.8. Non-Reimbursable Expenses

Membership fees for preferred customer car rental programs are not a reimbursable business expense and must be paid for by Supplier.

5.7. Use of Personal Car

5.7.1. Mileage Reimbursement Allowed

5.7.1.1. Suppliers who use their personal vehicle for Ally business are reimbursed for mileage, parking, and tolls in excess of their normal commute. The origin and destination of the trip for mileage and toll reimbursement must be documented. Mileage reimbursement rates include both gasoline and vehicle maintenance related to business use of personal vehicles. Ally uses the IRS-prescribed standard mileage rate for mileage reimbursement which can be located on the IRS website and is updated annually.

5.7.1.2. Mileage reimbursement is not allowed for normal work commute, although reimbursement will be allowed for any miles driven for business in excess of normal commute miles calculated on a daily basis.

5.7.2. Driving in Lieu of Flying

Supplier may elect to drive rather than fly when traveling on company business; however, the mileage reimbursement for driving and any other associated costs may not exceed the amount of travel costs that are saved by driving.

5.7.3. Other Ground Transportation

When selecting a mode of transportation to use while traveling on company business, Supplier is expected to consider all options (e.g., taxi, rideshare, shuttle, rental car) and select the option that is most economical and appropriate given the circumstances.

5.7.4. Parking Fees and Tolls

5.7.4.1. Actual and reasonable parking fees and road and/or bridge tolls are reimbursable business expenses. Expenses for parking at Supplier's normal work location or for tolls incurred during the daily commute are not reimbursable as business expenses.

5.7.4.2. Fines resulting from parking or toll violations are not reimbursable.

5.8. Telecommunications

5.8.1. Telephone / Internet Expenses While Traveling

5.8.1.1. Telephone and faxing expenses, including local, regional, or long-distance charges are reimbursable, if incurred for Ally business purposes during business travel. Supplier should utilize their corporate mobile phone rather than hotel phones to achieve the most favorable calling rates.

5.8.1.2. Charges for internet connectivity used in conducting Ally business while traveling are also reimbursable.

5.8.1.3. When traveling internationally, Supplier must arrange an international telecommunication plan for their cell phone or other communication devices for the time period of the travel to keep the cost to minimum.

5.8.2. Audio/Web/Video Conferencing

Whenever possible, audio/web/video conferencing must be utilized in lieu of travel.



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5.9. International Travel

5.9.1. Customs and Duties

Customs and duties charges are reimbursable only when levied on company material or property. Supplier must include an explanation of the charges on their expense report.

5.9.2. Value Added Tax (VAT) and Goods & Service Tax (GST) Reclaim

VAT may be reclaimed for certain business expenses incurred overseas. Ally submits applications for VAT refunds periodically. Supplier must submit all receipts that include VAT, even if those receipts would not normally meet the \$50 receipt requirements. Similarly, GST may also be reclaimed for certain business expenses incurred in Canada so Supplier must submit all receipts that include GST.

5.9.3. Converting Foreign Currencies

All expenses and totals on the expense report are to be recorded in the local reporting currency. If foreign currency conversion is involved, the Supplier must document the currency type and exchange rate on the expense report.

5.9.4. Immunization

Immunization costs will be reimbursed if Supplier is traveling to countries with specific requirements. Supplier must consult the travel provider before traveling to determine those requirements and obtain the appropriate Ally approval in writing.

5.10. Non-Reimbursable Expenses

Examples of non-reimbursable expenses are:

Travel

- Car rental insurance
- Personal accident and/or property insurance
- Optional travel and/or baggage insurance
- Parking or traffic tickets
- Membership (or club) fees for airline or car rental programs
- TSA Pre-Check / Clear Application fees
- Incidental airline expenses (e.g., in-flight movies, refreshments, headset)
- Valet Parking (excluding mandatory hotel valet)
- Laundry (if travel was not more than five consecutive days)

Incidentals

- Souvenirs and/or personal gifts
- Personal toiletries
- Shoeshine
- Clothing
- Personal entertainment (e.g., sports events, movies, magazines, paid television)
- Golf fees (when not part of business entertainment approved in accordance with these Standards)
- Expenses related to vacation or personal days while on a business trip
- Luggage and briefcases
- Pet kenneling
- Health / Country Club membership
- Loss and/or theft of personal funds or property



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Technology

- Computer Hardware and Software (unless directed in writing by Ally)
- Office Equipment (excluding employees designated as Work from Home)

5.11. Reimbursement of Expenses

5.11.1. Payment

- 5.11.1.1. Supplier travel expenses must be paid out-of-pocket by Supplier, and then an invoice must be submitted to Ally for reimbursement.
- 5.11.1.2. Suppliers are not eligible for an Ally corporate card. For infrequent travel, travel arrangements for airfare, lodging, or car rentals can be charged to the approving Ally manager's corporate credit card.

5.11.2. Submitting Expenses

- 5.11.2.1. For Suppliers represented in Coupa Contingent Workforce (CCW), they must complete expense reports in CCW and attach related receipts.
- 5.11.2.2. For non-CCW Suppliers, travel expense invoices are required to be submitted to a valid Ally PO. Invoices must be represented in a consistent format and provide sufficient detail on each expense category. Ally may require Suppliers complete separate reporting if numerous Supplier employees are represented and/or travel is frequent. Separate reporting must include detailed summaries by person and by category that ties to invoice detail.
- 5.11.2.3. Receipts, either original or a copy, are required for all expenses \$50 or greater and must be submitted directly to the Ally manager. Receipts must show the date, the name, and location of the vendor, and the total amount of the expense. A statement from a credit card will not suffice as a receipt.
- 5.11.2.4. Supplier is required to submit travel expenses at least once per month but are encouraged to prepare and submit travel expense invoices more frequently as circumstances necessitate (i.e., after each trip).

5.11.3. Reimbursement of Expenses

- 5.11.3.1. Travel expense reimbursements are made directly to Ally's Supplier and the Supplier will reimburse their employee for the travel expenses. It is not Ally's standard process to reimburse contractors directly for travel related expenses.
- 5.11.3.2. Non-compliance with these Standards may require a refund by the Supplier or vendor to Ally of previously paid amounts.

5.12. Gifts

- 5.12.1. Generally, Suppliers are not to accept gifts from Ally employees or anyone who may seek to influence Ally's business decisions.