

PRAHEALTHSCIENCES



PRA Health Sciences
Travel Information
US & Canada

Table of Contents

WELCOME TO PRAHS TRAVEL – AGENCY & CONTACT INFORMATION	3
CREATING A CONCUR TRAVEL PROFILE	4
PREFERRED AIRLINES	5
PREFERRED HOTELS	7
ADDITIONAL MARRIOTT REWARDS AND UNITED MILEAGEPLUS BENEFITS	9
PREFERRED RENTAL CAR COMPANY	10
AIRPORT PARKING	11
PERSONAL TRAVEL BENEFITS.....	12
TRAVEL GUIDANCE	13
PRAHS GLOBAL TRAVEL ASSISTANCE PROGRAM	14

Dear PRA Health Sciences Traveler,

Welcome to the PRAHS travel program!

Since you will be traveling in your role, we want to ensure you are aware of the PRAHS travel program including the policy, PRAHS preferred suppliers and the travel benefits with those suppliers. The Travel Management Team has gone through extensive negotiations with our partners to not only ensure you receive great pricing, but great benefits as well.

Below outlines useful information that will assist you in navigating the travel program.

- The Travel Management Company (TMC) in the US and Canada is World Travel, Inc. (WTI).
 - ✓ The PRA dedicated agent team is available Monday through Friday from 8am – 8pm EST.
 - 24/7 support is available after “normal” business hours.
 - ✓ Phone: 919-786-8900
 - ✓ Toll Free (for travelers calling from outside the US): 866-866-4450
 - ✓ Email: PRATravel@prahealthsciences.com
- In order to book travel through World Travel, Inc., you will need to set up a travel profile in Concur (see page 4 for registration instructions).
 - ✓ Concur is the online booking tool where travelers make all travel reservations for flights, hotel and car rental.
- The PRAHS Global Travel site on InsidePRA can be considered a hub of PRAHS travel information and can be found under the Corporate tab on InsidePRA. Here you can find up-to-date global travel information and your country specific travel portal under the Locations tab which includes a link to Concur.
- The Travel Policy, POL 020 R 44 Rate Exception Card and country specific guidelines are located in the PRAHS Quality Management System (QMS).
- For any feedback or questions on the PRAHS travel program and/or PRAHS vendors, please contact the distribution list: VendorMgmtTravelFleet@prahealthsciences.com.

If you have any questions when setting up your Concur profile or booking travel, please be sure to contact Kim Nye, knye@worldtravelinc.com or Lisa Shea, shealisa@prahealthsciences.com.

Safe Travels!

Thank you,
PRAHS Travel Team



CREATING A CONCUR TRAVEL PROFILE

Please click on the link below to create your travel profile:

https://www.concursolutions.com/registration/register_form.asp?regcode=PRAHEALTH

Your Concur user name is your PRAHS email address.

Be sure to complete the **required** fields when filling out your profile.

Below are areas that must be filled out before making your first reservation, however it is always best to fill out your profile in its entirety.

- **Name as it appears on your photo ID used for airport security**
- **Contact Information** - including mobile phone and email information.
- **Preferred Departure Airport**
- **Frequent-Traveler Programs**
 - If you belong to any travel programs, take the time to enter your frequent traveler numbers. This will automatically populate with each reservation, ensuring you receive your rewards points while expediting the reservation process.
 - When adding your frequent traveler numbers in your Concur profile, be sure to select the carrier/provider highlighted pink in the drop down menu. This allows for your membership number to be applied to any hotel within that brand, not just a specific hotel.
- **TSA Information**
- **Emergency Contact Information**
- **Credit Card information** – The billing address for your PRAHS corporate credit card is your home or mailing address.



PREFERRED AIRLINES

PRAHS's Domestic Preferred Airlines:

- **United**
- **Southwest**
- **American**
- **Air Canada**

PRAHS's International Preferred Airlines:

- **United**
- **Air Canada**
- **ANA**
- **Brussels Airlines**
- **Lufthansa**
- **Swiss Airlines**
- **Avianca**
- **AeroMexico**

When making your air reservations, PRAHS's preferred airlines should be selected unless they do not offer fares/flight times that are reasonable. In situations where our preferred airlines are not available, the least expensive logical route should be used, provided it is efficient and does not excessively inconvenience the traveler. Travelers should book coach/economy class. Please use good judgment when booking your flight, taking into consideration both ticket price and travel time. Preferred airlines and routing will be designated as *"Most Preferred"* or *"Preferred"* in Concur. *"Most Preferred"* Airlines should be chosen first whenever routing, flight times and price allow. For additional guidance in booking travel, please refer to the "travel guidance" section at the conclusion of this document.

PRAHS's Air Travel Benefits:

Be sure to sign up for our preferred providers' rewards programs and enter your information in your Concur profile. If you do not have status with one of our preferred airlines that you know you will be utilizing often, please reach out to Kim Nye or Lisa Shea about possible air travel benefits, status challenge programs and status grants.

**United Status Match/Challenge Program:**

As a benefit to our corporate relationship, United offers the opportunity for a premier status match from another airline. You will not lose your points or status from your current preferred airline; this is simply a status match/challenge program. **The United status match form can be found on the home page of the World Travel portal and on the Inside PRA Global Travel site > Locations > US/Canada.**

American Airlines Challenge Program:

American Airlines is offering PRAHS travelers in the US & Canada the opportunity to enroll in an “AA Challenge Program”. You do not need to have status on any other airline in order to participate in this program. You do, however, need to have a current AAdvantage account and meet the following criteria to keep your upgraded status active through January 2018. If you do not maintain the status criteria for the challenge level you selected after the initial 3 month qualifying challenge period, your status will revert back to the level you’ve earned o. Please reach out to Kim Nye or Lisa Shea to register for the AA Challenge program.

- **Gold Challenge:** You must earn **7,000 Elite Qualifying Points** in 3 months from activation in order to retain Gold status.
- **Platinum Challenge:** You must earn **12,500 Elite Qualifying Points** in 3 months from activation in order to retain Platinum status.
- **Executive Platinum Challenge:** PRAHS has been selected to also offer an Executive Platinum Challenge for our travelers who have Elite status on other airlines. For the Executive Platinum Challenge, you must earn **25,000 Elite Qualifying Points** in 3 months from activation in order to retain Executive Platinum Status.
 - **Note:** You must provide proof of Elite status with another airline in order to be considered for this challenge (e.g. Delta Sky Miles Diamond; United Premier 1K).



PREFERRED HOTELS

PRAHS's primary hotel partners are Marriott / Starwood for travel in the US and Canada and Accor hotels for travel outside the US and Canada. Hotel rates are evaluated and negotiated on an individual market basis at the local level and while Marriott / Starwood and Accor are preferred partners, there are specific preferred hotels identified in each market. In select markets, we have a few preferred properties where there is not a Marriott, Starwood or Accor option. When traveling, we ask that our travelers stay at the specific preferred hotels selected for several reasons including; hotel distance to sites, safety, service, etc., provided it does not exceed travel policy limits.

Employees are expected to choose hotels with daily rates equivalent to or less than the travel policy limit of USD \$180. Please note, the travel policy limits are the maximum that should be spent per day, and do not represent a daily allowance. For example, if a preferred Marriott / Starwood has a PRA rate of \$129 available, it is not appropriate to book a Renaissance nearby for \$179 just because it is within travel policy limits. Along the same lines, if the preferred Marriott / Starwood only has premium rooms available for \$299, and another non-preferred Marriott / Starwood property has rooms for \$169, the non-preferred Marriott / Starwood hotel should be booked instead of the preferred Marriott / Starwood. Selected locations will be reimbursed at higher daily rates (refer to QMS, the rate exception card and the destination country's specific guidelines.)

Preferred hotels will be designated as "*Most Preferred*" or "*Preferred*" in Concur. "*Most Preferred*" hotels should be chosen first when location and price allow. There may be locations where we have not identified a specific preferred hotel in a market. In those cases, you should make reservations at a Marriott/ Starwood or Accor branded hotel within travel policy limits. If a Marriott / Starwood or Accor hotel is not available, please use good judgment when making your hotel reservations and follow the "travel guidance" at the conclusion of this document.

PRAHS's Hotel Benefits:

Be sure to sign up for the Marriott Rewards program and enter your information in your Concur profile. If you do not have status with Marriott and you travel often in your role, please reach out to Kim Nye about the Marriott Taste of Elite Challenge Program details.

Marriott / Starwood Loyalty Program Information:

Remember to link your Marriott Rewards and Starwood SPG accounts for status matching and reciprocal benefits between the brands until the loyalty programs are fully merged. Please visit:

<http://members.marriott.com/link-accounts/>.

While the Marriott Rewards and Starwood SPG loyalty programs are still separate, travelers will continue to earn Marriott points at Marriott Hotels and SPG points at Starwood hotels – you will NOT earn Marriott points at Starwood properties until the loyalty programs are completely merged. Once the programs are merged, points will be combined into 1 account for both brands. Marriott will make that announcement in 2017.

PRAHS's Hotel Benefits with Marriott Rewards:

As a benefit to PRAHS, Marriott has designed a custom program specifically intended for PRAHS travelers: **Taste of Elite**. This custom designed program is intended to enable travelers that have achieved status with competing hotel brands to immediately enjoy the benefits of elite status with Marriott without having to “start over.” A full list of benefits can be found using the link below:

<http://www.marriott.com/rewards/member-benefits.mi>

Marriott Program Summary:

Taste of Elite is divided into two challenge programs: *Gold* and *Platinum*. This program is designed to allow travelers to immediately enjoy their status benefits while also providing an opportunity to earn long term Elite status on an accelerated basis.

- *Taste of Elite Platinum*: By staying 18 nights (rather than the standard 75 nights) at any hotel participating in Marriott Rewards for three months from the day of sign up, travelers will retain their Platinum status through February 2018.
- *Taste of Elite Gold*: By staying 12 nights (rather than the standard 50 nights) at any hotel participating in Marriott Rewards for three months from the day of sign up, travelers will retain their Gold status through February 2018.

Note: Travelers will have three months to achieve status by staying the room night threshold for the status requested. Those who do not meet the room night threshold will have their status reverted back to their original Marriott Rewards level after the three months have expired. *****Please be sure to sign up for the challenge during a time that you feel you can meet the goal as you only have one opportunity for this particular challenge. Marriott will not make an exception to allow more than one challenge opportunity.*****

Please follow these simple instructions to enroll:

1. Sign up for Marriott Rewards <http://www.marriott.com/rewards/rewards-program.mi> (If you already have a Marriott Rewards number, skip to #2)
2. Add your Marriott Rewards number to your Concur profile (be sure you select the Marriott Code highlighted in pink from the drop down, code: EM)
3. Contact Kim Nye or Lisa Shea and ask to enroll you in the *Taste of Elite* program, provide your Marriott Rewards number and which program you would like to enroll in (Gold or Platinum). Requests for Taste of Elite status may take 2-3 weeks to process.

ADDITIONAL MARRIOTT REWARDS AND UNITED MILEAGEPLUS BENEFITS

Marriott Rewards® has teamed up with United MileagePlus® to offer you RewardsPlus, an exclusive program to help you enhance your travel and maximize your rewards.

Marriott Rewards Platinum Elite members (or above) can receive complimentary **MileagePlus Premier® Silver** status with Premier Upgrades, bonus award miles and other exceptional perks. As a Marriott Rewards member, when you register for this promotion, you'll receive:

- Discounts when converting your Marriott Rewards points to MileagePlus award miles.
- Receive more MileagePlus miles when you redeem your points for a Marriott Rewards travel package.
- MileagePlus Premier Members can convert MileagePlus miles to Marriott Rewards points at a 1:1 ratio - up to 50,000 miles yearly.

Interested in this program? Enrolling is easy at <http://www.mrrewardsplus.com/>

See RewardsPlus website for more details.

United MileagePlus Premier Gold, Platinum, and 1K members can further enhance your travel with complimentary **Marriott Rewards® Gold Elite** status.* Enjoy exclusive perks, including:

- Lounge access/Breakfast
- Free Internet
- Guaranteed room type
- Priority late checkout
- 25% bonus Marriott Rewards Points
- **Available only to MileagePlus members who are Premier® Gold, Premier Platinum, Premier 1K® or Global ServicesSM who are also Marriott Rewards members.*

Interested in this program? Enrolling is easy at:

https://secure.unitedmileageplus.com/reg/rewards_plus/index.html?lang=en

See United MileagePlus website for more details.



PREFERRED RENTAL CAR COMPANY

PRAHS's preferred rental car provider is **National/Enterprise** and must be selected unless they do not have available cars or do not service the destination city. This is particularly important in the US and Canada where rental car insurance has been negotiated into the PRAHS rates. Intermediate size or smaller cars should be reserved unless three or more travelers are sharing a car. With your Emerald Club Executive status, you will automatically be upgraded to the next size car, based on availability. NOTE – If National/Enterprise is not available, a PRA agent will reach out to the location to try to secure one for you.

In order to receive the upgrade and the refueling benefits provided by National, National should be selected wherever available. Enterprise is also a preferred vendor however; the upgrade and refueling benefits are not available through Enterprise.

Please be sure that your National Emerald Club number is included in your Concur profile as this is the only way to ensure that you receive PRAHS's negotiated corporate rate and traveler benefits. If you do not have an Emerald Club number, please sign up via the link on the travel portal home page:

<https://www.nationalcar.com/offer/PRAHS>

- **If you already have an Emerald Club number:** Please email Gwen Foellmer (Gwen.m.Foellmer@ehi.com) and ask that your existing account be linked to PRAHS **and that you would like to be upgraded to Executive status**. This will guarantee that your status is upgraded and will also notify National/Enterprise that you are covered under PRAHS's insurance.
- **If you have status with Hertz or Avis:** National will offer a status match. Please email Gwen Foellmer (Gwen.m.Foellmer@ehi.com) and request a status match.

PRAHS's Car Rental Benefits:

As a benefit to our travelers, all PRAHS associates are upgraded to Emerald Club Executive status. A full list of Executive benefits can be found using the link below: <https://www.nationalcar.com/benefits.do>

Additional PRAHS benefits with National/Enterprise include:

- PRAHS rates and benefits (but not insurance) apply to personal rentals
- No need to refuel before returning the rental! PRAHS's contract includes a refueling option at National airport drop off locations (does not apply to any Enterprise location). This not only saves time, but also provides for traveler safety when travelling early, late or in unfamiliar areas.
- Flat rate on one way charge with National for all non-Premium cars (no mileage charge)

Obtaining an Auto Insurance Card: The auto insurance card can be found on InsidePRA under Human Resources and your specific country (this insurance covers non-Enterprise/National rental cars & is secondary insurance for National/Enterprise rentals only):

Corporate > Human Resources > My Country > Americas > United States or Canada > Auto Insurance Card



AIRPORT PARKING

PRAHS has an agreement with **The Parking Spot** to provide discounted airport parking for all employees. PRAHS's associates now receive discounted parking at **The Parking Spot** for both business and leisure travel through our Spot Club Exec Program. To receive your discount, give the cashier your Spot Club Exec Card or show your PRAHS ID badge, business card or the PRAHS corporate credit card.

In addition to the discount, Spot Club Exec members receive:

- Spot Club Exec program enrollment to earn free parking points and online account management
- 34 convenient locations at 21 airports ([Click here for locations](#)), all open 24 hours/7 days/365 days a year
- Continuous shuttle service (every 5-7 minutes)
- Free *USA Today* at check-in
- Complimentary bottled water at check-out
- Different parking options (Covered, Open-Air and Valet parking*)
- Prompt and courteous staff
- Pick-up at your car and drop-off at the front door of the airport
- Complimentary luggage assistance
- Safe, well-lit, and fully-fenced facility
- Optional linkage of your Spot Club Exec card to a credit card
- Jump start, tire change, locksmith, and towing service at no charge

To request a Spot Club Exec Card, find more information on the program or directions to the facility, please follow the link below:

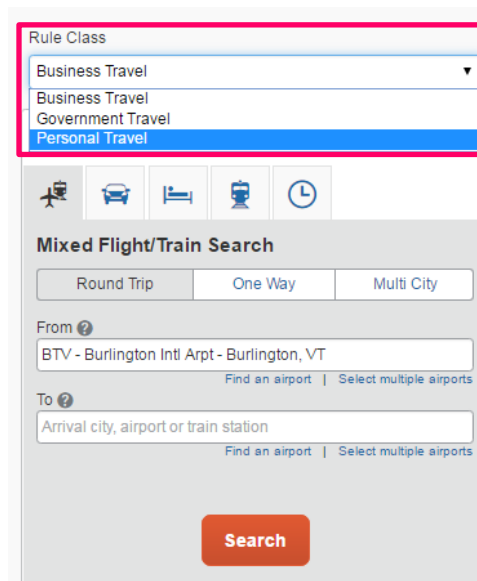
<https://www.theparkingspot.com/promotions/corporatehome.aspx?CCode=PRAI1434>

If you have a regular Spot Club card (that does not say PRA International or PRA Health Sciences on it) and need it merged to a new PRAHS Spot Club Exec Card, e-mail your card number to Valerie Lage at vlage@theparkingspot.com

PERSONAL TRAVEL BENEFITS

Whether it's a quick flight or a family vacation, PRAHS associates can book personal travel through World Travel, Inc., at no additional cost. For more information, please visit the WTI travel portal.

If booking personal travel via Concur, simply select the appropriate rule class in the dropdown on the Concur homepage. The dropdown does default to Business Travel.



Rule Class

- Business Travel
- Business Travel
- Government Travel
- Personal Travel

Mixed Flight/Train Search

Round Trip One Way Multi City

From
BTV - Burlington Intl Arpt - Burlington, VT
Find an airport | Select multiple airports

To
Arrival city, airport or train station
Find an airport | Select multiple airports

Search

By selecting “Personal Travel” from the dropdown menu, you can book travel via Concur and bypass any PRAHS travel policies or approvals. Your personal travel will still appear in PRAHS reporting however you will not be subjected to any agency fees (only PRAHS’ great rates and benefits!). Although you are free to book with any travel provider when booking personal travel, it’s still a good idea to book through PRAHS’s preferred providers so that you can take advantage of PRAHS’s discounted rates and benefits.

If you need to book personal travel for a guest or family member please contact an agent directly at PRATravel@prahs.com or 919-786-8900. The travel consultants will need some TSA information for the guest traveler and as this individual will not have a Concur profile you will be unable to book personal travel via Concur for guests.



TRAVEL GUIDANCE

Airline Booking Guidance

Please follow the below guidance when selecting the appropriate preferred vendor for your airline travel.

1. Preferred airline, non-stop flight
2. Non-preferred airline, non-stop flight
3. Preferred airline, connecting flight
4. Non-preferred airline, connecting flight

Hotel Booking Guidance

Please follow the below guidance when selecting the appropriate preferred property.

1. **Specific Preferred Hotel** – as identified in Concur, by World Travel, Inc. and the Global Preferred Hotel List
 - In cities where we have identified more than one preferred hotel, follow the booking sequence below:
 1. *Most Preferred*
 2. *Preferred*
2. **Preferred Brand** – if a specific Most Preferred property is not available, book a Marriott / Starwood or Accor hotel that is not in excess of travel policy limits. These hotels are designated as *Preferred Hotel Chains*.
3. If neither of the above are available, book any business quality hotel that is a reasonable location with a reasonable rate

Booking Non-Preferred Providers: Rental Car

1. **Availability.** If there is not a National/Enterprise location accessible, or if a preferred location is sold out, and you have contacted an agent in an effort to secure a reservation and they have advised that there is no availability, another rental car agency may be secured.



PRAHS GLOBAL TRAVEL ASSISTANCE PROGRAM

The health, safety and wellbeing of our employees is the highest priority to PRAHS – and never is this more important than when people are travelling.

All active or prospective PRAHS employees travelling outside of their home country are covered by the ACE Global Travel Assistance Program, helping you to prepare and protect yourself as you travel around the world.

It is extremely important that all staff take the time to familiarize themselves with cover available from ACE Travel Assistance so you know the steps to take in the unfortunate event of needing their services.

At the link below, click on the *Global Health and Safety Services* tab to see the full range of PRAHS's Global Health and Safety Services. Please ensure that you all take the time read this information, download the ACE Travel Assistance Brochure and ID card, and familiarize yourself with the process to follow in the unfortunate event that you need hospital and doctor referrals, evacuations, medical guarantee payments, local communication or information support when travelling outside of your home country.

[Global Benefits Website](#)

It is critically important that all of our staff are safe when travelling and the Global Travel Assistance Program is available to all PRA employees when travelling. Click on the link, read the information and download the content so you have the necessary information at your fingertips as, when, and if you need it. Hopefully this will be “never” – but it is important everyone is prepared for even the most unlikely event when travelling!