



Global Green Growth Institute

Eighth Session of the Assembly and Twelfth Session of the Council (Joint Session)

October 24, 2019; Seoul, Republic of Korea

Travel Audit Report Action Plan

#	Observations	OIAI Recommendations	Action Plan	Completion by	Responsible
1	Cases of procedural weaknesses found within GGGI's Travel Management	1) ensure that the current travel management practices mirror the Travel Rules in its entirety; 2) reassess the current travel practices to identify areas of weaknesses and implement measures to streamline relevant processes so that various units that are responsible for overseeing and implementing travel management, as indicated in the Travel Rules, can exercise their duties effectively and efficiently; 3) ensure that all exceptions to the Travel Rules, including those approved by the traveler's supervisor, are reported to ASU so that the monthly exceptions report completely captures all exceptions and corrective recommendations; and 4) organize mandatory Travel Management training for all staff so that the Travel Rules are clearly understood and fully complied with by all staff.	i) Introduce a revised version (3rd edition) of Travel Rules to clarify and incorporate any changes to the Rules ii) Conduct staff training on the revised Travel Rules iii) Monthly exceptions report captures all exceptions and corrective recommendations	31 October 2019	ASU
Current Status as of September 2019		i) The Travel Rules are in the process of being revised to further streamline relevant processes and to reflect best travel management practice. They are expected to be approved by the Director General by the 31 October 2019. We also anticipate a further revision by the year end to include a section on how travel will contribute to emission reduction targets for GGGI. ii) Training will be provided after the implementation of the revised Travel Rules iii) Completed- monthly exceptions report now includes all exceptions			
2	Overpayment of travel expense claims	1) Management should reinforce to approvers their responsibilities and ownership in approving travel requests and claims so that approvals are given with due care; 2) Management should explore the possibilities of implementing system controls built into GGGI's ERP system in addressing the issues noted in the	i) During staff training on the revised Travel Rules management will reinforce to approvers their responsibilities and ownership in approving travel requests and claims	31 October 2019	ASU / ERP / Finance

		observation above to limit the reliance on manual checking.	ii) Management will introduce into the GGGI's ERP system an additional control which will automatically calculates the eligible days of DPEs travelers are entitled to claim.		
Current Status as at September 2019		i) Training will be provided after the implementation of revised Travel Rules ii) The ERP Team is currently working with UNIT4 to implement the revised system for the calculation of Daily Personal Allowances paid to travelers. The expected date of completion to the system change is 31 October 2019			
3	Travel Rules on "Combined Official Travel and Personal Travel" not strictly complied with	Management should take tangible measures to establish a streamlined guideline on combining official and personal travel that fully reflects the requirement by the Travel Rules; and conduct staff training on the guideline to ensure effective implementation.	Introduce a revised version (3rd edition) of Travel Rules and incorporate the recommended streamlined guidelines on combining official and personal travel in the revised Rules.	31 October 2019	ASU / HR
Current Status as at September 2019		i) The revised Travel Rules will incorporate the recommended streamlined guidelines on combining official and personal travel.			
4	Non-submission or incomplete submission of travel claims	Management should ensure that the travel management system allows the effective and efficient tracking and follow up of travel requests so that all travel requests which involved the upfront payment of travel costs are appropriately settled and supported by documents as required by the Travel Rules. If necessary, Management should provide staff training on the subject issue so that the requirements under Clause 13 of GGGI's Travel Rules are properly adhered to.	(i) The revised version (3rd edition) of the Travel Rules will stipulate the requirement for the submission of travel claims following the completion of all missions. All travel advances will be treated as advances and liquidated after the completion of the mission by the submission of a mission expense report. We will also provide staff training on the subject issues so that the requirements under Clause 13 of GGGI's Travel Rules are properly adhered to.	31 October 2019	ASU / Finance
Current Status as at September 2019		i) Finance has provided the revised clause to be included in the revised Travel Rules			
5	Non-submission or incomplete	Management should reinforce the requirements under Clause 14 of GGGI's Travel Rules to ensure that mission	GGGI will introduce a revised version (3rd edition) of Travel Rules which	31 October 2019	

For Official Use

A/2019/5-C/2019/5

	submission of mission reports	reports are completed satisfactorily and submitted within the timeframe given.	will strengthen controls over the submission of travel reports. We have already revised the system for the submission of travel reports and staff must now submit in the new CRM system. This will strengthen the processes over mission reporting and their timely submission.		
Current Status as at September 2019		i) Completed: the submission of Travel Request and Mission Report is now moved to the CRM system			
6	Insufficient consideration for the cost effectiveness of the travel arrangement by the traveler	Management should ensure that the immediate supervisors and budget holders exercise their due care in approving the mission request and claims by questioning, where appropriate, the travel plans proposed by the traveler and considering the operational and financial impact of each official travel to GGGI. A clear audit trail where appropriate to demonstrate adherence to the guiding principles set out in the Travel Rules should be maintained for ongoing and future verifications.	Management will conduct a training for all supervisors and managers and again emphasize the importance of exercising due care in approving the mission request and claims by questioning, where appropriate, the travel plans proposed by the traveler and considering the operational and financial impact each of official travel to GGGI.	31 October 2019	Management
Current Status as at September 2019		i) Training will be provided after the implementation of revised Travel Rules			
7	Insufficient number of days between issuance of travel tickets and the scheduled departure date for mission travel	OIAI is aware that Management has identified this issue since 2017 and is actively monitoring instances of non-compliance. Management is thus recommended to continue the current travel monitoring practice and reinforce the rules to staff where non-compliance has been noted.	Management will continue the current travel monitoring practice and reinforce the rules to staff where non-compliance has been noted.	Completed	
Current Status as at September 2019		i) completed- no action required			
8	Opportunities to improve the contract management and operational	Contract Management: the terms within the TMC contract should be properly understood, followed, and managed by concerned units within GGGI through close monitoring.	GGGI will review the issue of booking non-cancellable tickets during the review of the Travel Rules.	31 October 2019	ASU / Procurement

For Official Use

A/2019/5-C/2019/5

	arrangements with the Travel Management Company	Operational Arrangement: Management should review the current flight reservation terms with the TMC (e.g. assess if TMC should provide flight options with more restrictions but are more economical, especially given that staff are not required to book 'cancellable' tickets via the 'self-bought' ticket option). In the longer term, Management should actively perform a market competitive/pricing analysis to assess TMC's performance against the market to ensure service efficiency.	Management of travel has been put out for competitive tender with a closing date for receipt of proposals end of September. As part of the tender review process operational arrangements will be reviewed.		
Current Status as at September 2019		<p>i) We will ensure that going forward the travel company will provide increased flight options to include non cancellable tickets.</p> <p>ii) The current contract with the travel agency will be expired on 31 October 2019 and the competitive tender is now out for the bidding process. The expected date for the completion is 1 November 2019</p>			
9	Certain Travel Rules appear overlooked and not enforced by Management	For the instances of non-compliance noted in Observation 9 above, Management should either amend the rules in the next revision to the Travel Rules so that practice is in line with GGGI's documented policy (after considering the risks of removing any rules), or reinforce compliance to all official Travel Rules	GGGI will introduce a revised version (3rd edition) of Travel Rules to provide flexibility.	31 October 2019	ASU
Current Status as at September 2019		The revised version of Travel Rules addresses this issue.			
10	Travel cost reimbursements were made outside of GGGI's regulatory framework	Management should ensure that transactions outside of GGGI's regulatory framework are generally prevented. If special consideration is needed, such transaction must be properly reviewed, justified, consented, and documented prior to giving exceptional approval.	GGGI will introduce a revised version (3rd edition) of Travel Rules which will address this issue.	31 October 2019	ASU
Current Status as at 9 September 2019		The revised version of the GGGI Travel Rules includes the recommendation that no travel cost reimbursements be made outside of GGGI's regulatory framework			