

# Level 1 – Top Achiever Programme Travel Standard



## 1. Why we need this Standard

This Standard provides guidance on how recognition-related travel is managed for the Nedbank Top Achiever Programme, in line with the Recognition Policy. It defines the key principles, conditions and approval requirements and processes, and clearly sets out roles and responsibilities to ensure fair, transparent and consistent application across the Group.

## 2. Who this Standard applies to

- This Standard applies to all local and international travel linked to the official Nedbank Top Achiever Programme. This includes employees who receive a travel-based recognition award as well as their approved partners.
- Employees and their partners are expected to read, understand and comply with this Standard and agree to, and sign, the Nedbank Recognition Indemnity Form before taking part in the trip.

## 3. Consequences for not complying with this Standard

- If people who participate in recognition-related travel don't meet the requirements of this Standard, they may expose Nedbank to reputational, financial and regulatory risk. This could result in them facing disciplinary action in line with the Group Disciplinary Policy and Procedure.
- Such disciplinary action may include losing the incentive trip and not getting any reimbursement.

## 4. Links to other documents

This Standard supports the Nedbank Recognition Policy and Nedbank Travel Policy as published on the [Policy Portal](#). It should be read and applied along with these two documents.

## 5. Definitions

Term	Definition
Top Achiever incentive trip	A travel-based recognition award provided by Nedbank as part of the Top Achiever Programme, covering certain costs that are detailed in advance.
Employee (delegate)	The Nedbank employee (Top Achiever) who has been awarded the incentive trip.
Partner	An approved person, over the age of 18 years old, who is travelling with the Top Achiever, subject to the conditions of this Standard.
Included costs	Travel costs covered by Nedbank as part of the incentive trip. These will be specified in the official travel documentation.
Excluded costs	Any costs not covered as part of the incentive trip. These must be paid by the employee.
Programme/itinerary	The official trip schedule and travel information given to participants. This includes events that the participant must attend while on the trip.
Cancellation fees	Costs that have to be paid when bookings are cancelled or programme requirements are not met. In some cases, these may have to be paid by the employee.
Recognition leave	A special type of leave given to an employee who is awarded a recognition-related incentive trip. The leave applies for the full length of the travel programme.
Forfeiture	The loss of the incentive trip if the employee is unable to travel or declines the award. The recognition-related trip can't be given to someone else.
Approved supplier	A travel or service provider appointed by Nedbank to manage travel arrangements.

### 6. Key principles

This Standard supports the Nedbank Recognition Policy by expanding on the Top Achiever Award selection principles and providing clarity on how the incentive trip rules are applied.

### 7. Eligibility and participation requirements

- To qualify for the incentive trip, the person must be employed by the Nedbank Group and not under notice of resignation or dismissal. Employees who retire or are made redundant may still be allowed to take part in the incentive trip, but this is subject to approval.
- If an employee is involved in disciplinary action that could result in dismissal before the travel date, the relevant Cluster and/or Divisional Head will decide whether the employee is still allowed to take part in the recognition-related trip.
  - This does not apply if the employee has been suspended.
  - If the employee is not allowed to participate in the trip due to a disciplinary process, no compensation will be paid, regardless of what the outcome is of that process.
- The travel award is for the employee and one approved partner only. Partners under the age of 18 are not allowed to travel with the employee.
- The Top Achiever trip is a Nedbank Group incentive; it is not a family package. No additional persons may join the employee on the trip under any circumstances.
- Both the employee and their travel partner must complete and sign the Nedbank Recognition Indemnity Form before taking part in the trip.
- Employees with disabilities will be accommodated in keeping with the Nedbank Disability Policy.

### 8. General conditions of the incentive trip

- Accommodation will be provided in either a queen-bed or twin-bed room. Single rooms are not available.
- The package includes airfare, accommodation, meals and beverages as specified in the pre-trip documentation. Costs of any items or activities not detailed in the document will have to be paid by the employee.
- Employees and partners will be given a programme and itinerary and must attend all scheduled programme events.
- If an employee or partner is unable to attend a scheduled programme event, they must tell the travel team at least one day in advance.
- Cancellation and repayment:
  - If the required notice of non-attendance is not given, or if the employee cancels their attendance after bookings have been finalised and paid, they will be required to pay a 100% cancellation fee.
  - The rule above also applies if an employee resigns from Nedbank Group during the time that the travel award is taking place or bookings for the travel award have been made.
  - Cancellation costs may be waived in extenuating or unforeseen circumstances - like illness (see section 11). But this is at Nedbank's discretion.

### 9. Recognition Leave

- Employees awarded an incentive trip must apply as early as possible for Recognition Leave for the duration of the trip.
- Any additional leave required before or after the trip programme dates must be requested as part of the employee's annual leave.
- Where the accompanying partner is also employed by Nedbank, they will need to apply for annual leave to participate in the trip.

### 10. Cancellation and forfeiture of travel award

- The Head of Recognition ([recognition@nedbank.co.za](mailto:recognition@nedbank.co.za)) must be informed in writing and in advance of any cancellations or forfeitures.
- If an employee is unable to travel and declines the incentive trip, the award cannot be transferred to another person. The employee will also forfeit any Recognition Leave linked to the award.
- If the employee cannot travel, the partner may not travel on their own or be replaced by another person.

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- If the employee chooses to travel without a partner, no cash payment or compensation will be provided for the unused partner portion.
- The incentive trip cannot be exchanged for travel vouchers or alternative travel packages.

### 11. Declining the Top Achiever trip: Options and approvals

Option	Outcome
Decline with request to roll over	<p>A roll-over may be considered in specific circumstances, including (but not limited to):</p> <ul style="list-style-type: none"> <li>• being more than 30 weeks pregnant or already on paid maternity leave;</li> <li>• a critical or life-threatening illness, hospitalisation or major surgery (if this applies to the employee's partner, the application will be assessed on its merits by Group HR Recognition); or</li> <li>• the death of an immediate family.</li> </ul> <p>A roll-over of the Nedbank Top Achiever trip is limited to one (1) year only. Where approved, the employee will be allowed to participate in the following year's Top Achiever trip.</p> <p>A roll-over is not guaranteed. Nedbank reserves the right to decline any roll-over request.</p>
Decline with request for payout	If this is approved, only the employee will be reimbursed for the taxable cash value of the incentive trip, limited to the flight and accommodation portion. The partner is not eligible for reimbursement.
Resignation (including resignation after a roll-over has been approved)	The employee forfeits the Top Achiever trip in full, including any cash reimbursement.

#### Approval requirements:

- Any request relating to the Top Achiever trip must be submitted in writing to Group Recognition ([recognition@nedbank.co.za](mailto:recognition@nedbank.co.za)).
- All requests are subject to final approval by Group Recognition and will be tracked.
- No commitments, assurances or alternative arrangements may be made by clusters outside of this approval process.
- If an employee declines the travel prize and does not request a roll-over or payout, the prize will not be carried over to another year and no cash payment will be made.

### 12. Trip Programme

- The trip dates are fixed and cannot be changed. Both the employee and partner are expected to attend the full trip and take part in all scheduled programme activities and events.
- Employees may extend their stay after the official Nedbank Top Achiever programme ends. However, travel may not start before the official trip start date with the idea of joining the trip when it reaches a destination.
- Nedbank arranges all official travel through approved suppliers. Employees will be told who to contact for help with any additional travel arrangements.
- Any travel or activities outside the official programme, including travel after the trip, are the employee's responsibility both in terms of planning and cost.
- Trips are booked as group packages, with costs budgeted for all employees, partners and hosts.
- Nedbank Group Executives will host each trip. They and their partners will join employees and their partners for the scheduled programme activities and events.
- Members of the Nedbank travel team may be accompanied by a partner, subject to budget availability and approval by Group Human Resources Recognition.

## 13. Flights

- Flights are booked as part of a group booking and are economy class for employees and their partners.
- Employees are allowed to upgrade to business class, but they must arrange this themselves and pay any additional costs.
- If a partner lives in a different country to the employee, any extra travel costs will be for the employee's account.
- If special travel arrangements are needed for medical reasons, the employee must provide a doctor's note and get approval from the Head of Group Recognition before bookings are made.
- Employees or partners who are pregnant must get medical clearance to travel, in line with airline requirements.
- For international trips, business class flights may be booked for the hosts and the travel team.

## 14. Travel insurance

- Travel insurance will be provided for employees and their partners for the duration of the Top Achiever trip, subject to the insurer's rules and conditions. If employees or partners want additional cover, they will need to arrange and pay for this themselves.
- Travel insurance covers certain specified travel-related risks for local and international travel. Nedbank is not responsible for the insurer's coverage, limits, premiums or excesses.
- Employees and partners must make sure they understand and comply with all the travel insurance requirements as stated in the cover documentation. Nedbank is not responsible for the terms, conditions or coverage provided by the insurer.
- Pregnant travellers must arrange any additional insurance they need, at their own cost.
- Any claims must be submitted directly to the travel insurance provider. Nedbank is not responsible for the outcome of any insurance claims.
- If a claim needs to be escalated to the Insurance Ombudsman, this must be done by the employee and handled directly between the claimant and the insurer.

## 15. Airline luggage restrictions

- Airlines strictly enforce luggage weight limits.
- Employees and partners must know and follow airline luggage rules.
- Any excess baggage charges will be paid by the employee or partner that exceeds the weight limits.

## 16. Passports and visas

- Employees and their partners must have a permanent (not temporary) passport with at least three (3) blank pages and that is valid for at least six (6) months after the return date.
- Passport application costs are paid by the employee and their partner. These will not be reimbursed.
- Where a visa is required, employees and partners must obtain it before the scheduled departure date. Nedbank will provide the necessary information and supporting documents for visa applications.
- Visa application costs, including travel required to obtain the visa, will be reimbursed through the relevant cluster cost centre. The employee is responsible for submitting the reimbursement claim.

## 17. Document control

Approval Date	Nature and Summary of Changes	Approval Committee/Forum
2026/04/23	Refreshed Standard.  Summary of changes: Governance aligned rewrite to comply with the policy on policies framework for Standards. Standard rewritten and adapted from the Recognition Travel Procedure. Sections restructured in line with Group Standard template.	EWHR EXCO

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2022/02/28	Annual Review	EWHREXCO