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## FREQUENT FLYER AND OTHER LOYALTY REWARD SCHEMES

### APPROVALS

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<b>POLICY NUMBER</b>	CORP-POL-119	<b>DOC.ID</b>	4589071
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<b>CATEGORY</b>	Operational
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<b>POLICY OWNER</b>	Office of the CEO
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<b>APPROVAL DATE</b>	24 March 2021	<b>RESOLUTION NUMBER</b>	7181
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## OBJECTIVE

To provide clarity relating to the claiming, accruing and redeeming frequent flyer points and other loyalty reward program benefits.

## SCOPE

The policy applies to employees and where deemed by the Councillor Support (Expenses Reimbursement) Policy (STAT-POL-057) also applies to the Mayor and Councillors.

## DEFINITIONS

TERM / ACRONYM	MEANING
CEO	Chief Executive Officer.
Council	Isaac Regional Council.
Council Transaction	Transaction which is paid for by Council either directly or by reimbursement.
Councillor	Mayor and/or Councillors of Isaac Regional Council during their term of office
Employee	Full-time, Part-time and casual staff, who are on Council's payroll (i.e. complete a Council timesheet) and labour hire, temporary/fixed term personnel and contracted project management personnel.
Frequent Flyer Program	Personal reward program administered by any airline.
Hotel Reward Program	Personal reward program administered by any accommodation company.
Loyalty Reward Program	Personal reward program administered by any company.

## POLICY STATEMENT

This policy establishes limited conditions under which it is acceptable for employees to claim, accrue and redeem points for Frequent Flyer and Hotel Reward programs in Council transactions, and clarifies that it is not acceptable for employees or Councillors to accrue or redeem points for other Loyalty Reward programs.

It is acknowledged that employees and councillor with Loyalty Reward program membership will have personally paid for, or otherwise satisfied the terms of the membership and that this entitles them to membership benefits including rewards and booking preferences, some of which can be advantageous to Council.

However, when a Council transaction establishes opportunity for an employee or councillor to benefit from membership of the Loyalty Reward program, the employee or councillor is not entitled to exploit the opportunity unless explicitly allowed for in this policy.

For Frequent Flyer programs and Hotel Reward programs it is recognised that companies fund the rewards from fare and tariff proceeds, and that if not exploited, the potential commercial benefit for Council to gain a return from the transaction is foregone, i.e. Council subsidises all others who do claim the reward.

For this reason, under the following conditions only, it is acceptable for employees to claim, accrue and redeem points for Frequent Flyer and Hotel Reward programs:

1. An employee who intends to do so must submit details of their membership to the CEO and such information will be held on register.
2. On each occasion that an employee or councillor intends to claim points for a Council transaction the employee must declare that intent.
3. For employees who frequently claim points, where practicable, a reasonable proportion of points claimed as a result of Council transactions shall be redeemed for future Council transactions to return benefit for Council.
4. For employees whose points accrual on Council transactions is infrequent or low, it is acknowledged that redemption for future Council transactions will not be practicable.

It is not acceptable under any circumstances for employees or councillors to claim, accrue or redeem points for any other Loyalty Reward program including supermarket, fuel or other retail companies.

It is not the intention of this policy to condone procurement decisions that are unduly influenced by Loyalty Reward programs i.e. each booking shall satisfy *Local Government Regulation 2012* and the Council Procurement Policy principles.

In order to monitor compliance with this policy the employee or councillor shall supply the CEO with a statutory declaration and supporting records of Frequent Flyer and Hotel Reward program membership on request.

Where the employee is the CEO, the Mayor will administer the requirements of this policy.

## LEGISLATIONS AND RELATED GUIDELINES

- *Local Government Act 2009*
- *Local Government Regulation 2012*

## REFERENCES

ID	NAME
STAT-POL-051	Procurement Policy
CGFS-062	Travel and Accommodation Policy

# POLICY

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STAT-POL-057	Councillor Support (Expenses Reimbursement) Policy
CORP-POL-079	Code of Conduct
CORP-FRM-421	Frequent Flyer Declaration

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