

APPENDIX 1

BACKGROUND AND OVERVIEW OF THE GS/OAS TRAVEL

1. THE GS/OAS TRAVEL PROFILE

The travel of the General Secretariat of the Organization of American States (GS/OAS) is focused on the Western Hemisphere. Travel itineraries are sometimes complex, last minute and may require updates to accommodate adjusted travel plans.

Travel at the GS/OAS can be classified in two (2) types:

- a) Official Travel: Travel that serves exclusively for the following purposes:
 - For an internationally recruited staff member, upon assumption of his/her initial post or upon assignment to another official duty station;
 - For carrying out a mission or other official business of the OAS;
 - For purposes of home leave; and
 - For repatriation on separation from service.

- b) Personal Travel: Personal stops undertaken in conjunction with Official Travel.

2. TRAVELERS

The GS/OAS utilizes a different range of airfares, which varies from first and business class to non-refundable discounted economy airfares, and can be classified in the following two (2) service levels:

Service Level	Type of Traveler	Airfare
Level I – VIP	<ul style="list-style-type: none">• Secretary General (SG),• Assistant Secretary General (ASG), and• Their respective eligible dependents who accompany them (some GS/OAS travelers may be authorized by the SG to use first/business class accommodations)• Chair of the Permanent Council	First/business class including rail
Level II	Staff members, independent contractors, and all other persons affiliated with the GS/OAS,	Only Economy * When free mileage or upgrade certificates are available, upgrades to business class shall

		be obtained by the TMC
	The 7 Commissioners of the Inter-American Commission of Human Rights	Full economy or premium economy class * When free mileage or upgrade certificates are available, upgrades to business class shall be obtained by the TMC

The GS/OAS has negotiated airfares with major carriers. The GS/OAS does not currently mandate carriers, but may consider it in the future (exceptions have been made for travel to meetings, etc). The GS/OAS currently encourages the use of lower fares and mandates direct routing. GS/OAS travel is often last minute and tends to change frequently. Approximately 100% of the GS/OAS' tickets currently are e-tickets.

Under Official Travel the GS/OAS undertakes statutory travel (appointment, relocation and repatriation travel) as well as individual and group travel to seminars and conferences. Approximately 150 persons from the GS/OAS travel every year to the OAS General Assembly, which is usually held abroad during the month of June. The meeting was held in Bolivia in 2012, Guatemala in 2013, Paraguay 2014, Washington 2015 and Dominican Republic 2016.

All travel requires a pre-authorization process. During 2012-2016 there were approximately 2600 travelers yearly at the GS/OAS, of which approximately 160 are frequent travelers.

Wherever accepted, the GS/OAS utilizes an official travel document requiring visas for most destinations. When the official travel document is not accepted, visas, if necessary, are obtained in national passports. The Department of Human resources (DHR) is responsible for the issuance, renewal, cancellation and management of the official travel document for the staff in our Country Offices as well as Headquarters.

Background Information	Total Number
GS/OAS Office headquartered in Washington, DC	1
GS/OAS has Country Offices in OAS Member States in many of the countries in North, Central, and South America and in the Caribbean (Travel activities are conducted to and from all 34 OAS Member States)	29

Personnel working in headquarters (staff and contracted)	596(Approximate)
Personnel working away from headquarters (staff and consultants)	232(Approximate)

3. GS/OAS TRAVEL POLICY: LOWEST LOGICAL AIR FARE

The travel policy for the GS/OAS is set at Headquarters and is governed by the criteria and guidelines set forth in the Staff Rules, as follows:

Rule 108.8 Route, Mode, and Standard of Transportation

(a) Official travel shall in all instances be by a route, mode, and standard of transportation approved in advance by the Secretary General.

(b) Travel expense allowance and travel time shall be limited to the amount allowable for a trip by the approved route, mode, and standard. Staff members who wish to make other arrangements for personal convenience must obtain permission to do so in advance and pay all additional costs.

(c) Travel shall be by the most direct and economical route and mode of transportation unless it is established to the satisfaction of the Secretary General that the use of an alternative route or mode of transportation is in the best interest of the Organization.

(...)

Rule 108.11 Purchase of Tickets

(a) Unless the staff member concerned is specifically authorized to make other arrangements, all tickets for transportation involving official travel of staff members and dependents shall be purchased by the General Secretariat in advance of the travel.

(b) When a staff member wishes to travel with a standard of accommodations in excess of his/her entitlement, or is authorized to travel, for reasons of personal preference or convenience, by other than the approved route or mode of transportation as provided for in Rule 108.8, the staff member shall be required to reimburse the General Secretariat for any additional costs thus incurred, before he/she is provided with the tickets.

The GS/OAS' intention, in application of the above mentioned rules, to limit Official Travel to the lowest logical fare available, which in practice is defined as the least costly fare that:

- Uses a regularly scheduled commercial carrier;
- Prohibits preference for any airline, type of aircraft and connecting airports;
- May require one plane connection for both the departing and returning flights;
- Departs from the airport nearest to the traveler's headquarters location or, at the discretion of the traveler, from an airport offering a fare which is more cost effective for the GS/OAS, and
- Allows for up to a two-hour window (either before or after the traveler's preferred departure and arrival time) in scheduling.

The Dollar parameter for the application of lowest logical air fare is zero Dollars.

The GS/OAS expects that the TMC offers to the travelers flights with the lowest logical air fare available. Any request for exceptions requires the approval from the Director of Procurement Services (DP). The lowest logical air fare does not apply to the Secretary General, the Assistant Secretary General and the Chair of the Permanent Council.

Travelers are not able to request to the TMC an upgradable fare. However, travelers may upgrade from the lowest logical fare to an upgradeable fare as long as they absorb all additional costs, which also include applicable fees (e.g. fees for splitting the ticket), by providing to the TMC a personal credit card. If the official travel is canceled by the GS/OAS, the traveler forfeits the additional costs paid for the fare upgrade.

All GS/OAS travelers are permitted to keep frequent flyer miles earned on Official Travel.

Currently each PNR with a personal stop requires a calculation of actual travel itinerary vs. officially authorized mission itinerary. Any difference in ticket cost is collected by the TMC from the traveler via his/her personal credit card when the mission ticket is issued. However, as mentioned before, the travel policy is under review and personal stops undertaken in conjunction with Official Travel would not going to be allowed.

4. VOLUME OF TRAVEL TICKETS

2012-2016 - Volume of travel tickets, expenditure and other data	2012	2013	2014	2015	2016
Airline tickets issued at headquarters	5581	5141	5968	5183	4347
Airline tickets issued away from headquarters	N/A	N/A	N/A	N/A	N/A
International travel	4854	4762	5554	4634	3955
Domestic travel	727	379	414	549	392
International airfares with destination to any of the OAS Members countries	96.5%	95.6%	97.2%	95.8%	96.8%
Most used airlines	American Airlines, Copa Airlines, Taca International Airlines, United Airlines	American Airlines, Copa Airlines, Taca International Airlines, Avianca.	American Airlines, Avianca, Copa Airlines, United Airlines, Liat.	American Airlines, Avianca, Copa Airlines, United Airlines, Aeromexico.	American Airlines, Copa Airlines, Avianca, United Airlines, Aeromexico.
Economy class trips	96.72%	96.85%	96.41%	96.47%	97.29%
First and business class trips	3.28%	3.15%	3.59%	3.53%	2.71%
Travelers to Annual General Assembly	122	114	152	248	160
Number of frequent travelers	153	165	188	186	139

5. FINANCIAL STATISTICS

The following general information is based on estimated 2012, 2013, 2014, 2015 and 2016 travel statistics. Unless specified, statistics refer to Official Travel only. The following information is the best available based on GS/OAS travel volumes, patterns and is approximate. The GS/OAS does not guarantee future travel patterns, travel volume, or dollar volume.

The GS/OAS' total travel costs were approximately \$4.6M in 2012, \$4.4M in 2013, \$5.0M in \$2014, \$4.3M in 2015, and \$3.3M in 2016. All GS/OAS travel is international and purchased through our current Travel Management Company (TMC). Eighty percent (80 %) of the GS/OAS's Official Travel is purchased through our current Travel Management Company (TMC), located off-site of the GS/OAS' Headquarters.

	2012	2013	2014	2015	2016
International Air	\$4,090,035.19	\$4,212,984.98	\$4,864,479.86	\$4,138,030.80	\$3,211,587.20
Domestic Air	\$595,562.68	\$234,375.24	\$213,176.09	\$242,101.78	\$182,862.96
Official air refunds	\$115,451.75	\$148,076.45	\$112,337.50	\$83,079.26	\$56,561.83

The GS/OAS's principal travel destinations are located throughout the Caribbean, Central America and South America. For the years 2012-2016 the top destinations from Washington DC were (as indicated, these vary from year to year):

2012	2013	2014	2015	2016
Miami	Guatemala City	Asuncion	Mexico City	Santo Domingo
Bogota	Bogota	Guatemala City	Panama City	Bogota
Mexico City	Miami	Bogota	Bogota	Mexico City
San Jose	Mexico City	San Salvador	Guatemala City	Lima
Guatemala City	Lima	Mexico City	Lima	Panama City
San Salvador	Panama City	Lima	San Salvador	San Jose
Santo Domingo	San Jose	Panama City	Miami	Port-au-Prince
Panama City	San Salvador	San Jose	San Jose	Tegucigalpa
Lima	Tegucigalpa	Miami	Port-au-Prince	Buenos Aires
Tegucigalpa	Santiago	Montevideo	Santo Domingo	Miami

Carrier Mix Based on Volume by year (Top 5 carriers):

Carrier	2012
American Airlines Inc.	\$ 1,952,673.57
Copa Airlines	\$ 650,747.84
Taca International Airlines	\$ 422,636.44
Avianca	\$ 335,987.28
United Airlines Inc.	\$ 278,471.57

Carrier	2013
American Airlines Inc.	\$ 1,746,343.30
Copa Airlines	\$ 659,234.86
Taca International Airlines	\$ 464,900.66
Avianca	\$ 252,177.15
United Airlines Inc.	\$ 267,344.25

Carrier	2014
American Airlines Inc.	\$ 1,898,910.82
Avianca	\$ 762,681.25
Copa Airlines	\$ 774,720.90
United Airlines Inc.	\$ 336,130.71
Liat	\$ 87,066.36

Carrier	2015
American Airlines Inc.	\$ 1,596,761.29
Avianca	\$ 669,310.69
Copa Airlines	\$ 661,795.22
United Airlines Inc.	\$ 356,043.38
Aeromexico	\$ 189,405.14

Carrier	2016
American Airlines Inc.	\$ 1,053,571.77
Copa Airlines	\$ 725,464.60
Avianca	\$ 560,282.85
United Airlines Inc.	\$ 311,325.48
Aeromexico	\$ 90,889.77

Average Ticket Price:

2012	2013	2014	2015	2016
\$870.00	\$900.00	\$883.00	\$869.00	\$799.00

6. CURRENT PROCESSES AND SYSTEMS USED AT GS/OAS

The Department of Procurement Services (DP) manages the travel portfolio for the GS/OAS, and is therefore the Contract Manager and the liaison with the GS/OAS. The TMC is located off-site the GS/OAS' Headquarters.

Each traveler is responsible for making his/her reservations. DP also provides visa messenger service to Consulates in order to obtain official entry visas for persons traveling on official business.

All trips are pre-authorized by the traveler's Supervisor depending on the level:

- Secretaries' trips are approved by the Secretary General.
- Directors' trips are approved by the corresponding Secretary.
- Personnel under each Department or Office are approved by corresponding Director and corresponding Secretary

Travelers must book travel directly with the TMC via telephone or e-mail as soon as they know a trip will take place.

The TMC is then responsible for sending all itineraries to the traveler.

Each office or department of the GS/OAS obligates the funds for their travel through a requisition in OASES (OAS Enterprise System – ORACLE Based). Once the requisition is approved within that office or department, it goes automatically to the Department of Procurement Services in order to process the requisition into a Purchase Order (PO). The traveler is responsible for sending the all pertinent information (PO, Org., line#) to the TMC for the ticket to be emitted with the GS/OAS number.

Also, the TMC, as a condition to issue a ticket, registers in its system the following information:

- PO number (6 digits),
- Line number of the PO,
- Organization number (5 digits), and
- Any other file required by the SG/OAS for internal control and reporting.

The TMC confirms to the traveler or travel arrangers via telephone or e-mail when tickets are issued. All official travel is charged to one central billing account.

