



Travel & Relocation

[Introduction](#)

[Principles](#)

[Travel](#)

[Eligibility](#)

[Support](#)

[Relocation](#)

[Eligibility](#)

[Support](#)

[Conclusion](#)

Introduction

This document addresses the topics of business-related travel and relocation, with a focus on the support Bending Spoons provides in these areas.

Below, we refer to a Spooner's *primary office*. For a Spooner hired in Ireland or the United Kingdom, this is the London office. For any other Spooner, it's the Milan office.

Principles

Rather than imposing lots of detailed rules or fixed expense budgets for travel and relocation, **we trust each Spooner to act in the company's best interests, making the most efficient use of its resources.**

When making such judgments, a Spooner may find it helpful to ask themselves: "If I were tasked with running Bending Spoons and another Spooner generated this expense, would I consider it an efficient use of company resources?" The answer they arrive at should provide a suitable guide.

Although we favor empowering a Spooner by electing not to impose lots of detailed rules or fixed expense budgets, we recognize this creates ambiguity. **A number of guidelines and examples are provided to help the Spooner with their decision making.**

A Spooner is free to deviate from these guidelines when they determine in good faith that doing so is the most appropriate action. Again, it's up to the individual to make such judgments. If they're unsure, they're welcome to reach out to their buddy (more on this below).



The support we provide entails Bending Spoons financing certain costs that may be considered personal in nature, such as those related to relocation. Barring cases of fraudulent behavior, we never ask a Spooner to reimburse us.

We periodically audit a sample of travel and relocation costs. In the process, we might ask a Spooner for the rationale behind a particular expense. If a travel or relocation expense appears to be wasteful, we give the Spooner constructive feedback about their use of the company's resources. Barring cases of fraudulent behavior, that's the end of the matter.

We're committed to making the necessary accommodations for anyone who has a legitimate need for them, such as people with disabilities.

Travel

Eligibility

When a Spooner is pursuing a worthwhile business objective for which travel is necessary or clearly value-adding, we consider their travel eligible for support. The following scenarios qualify:

- **The Spooner is traveling to work at their primary office.** This includes daily commuting, occasional lengthy visits coming from another country, and anything in between.
- **The Spooner is traveling to work in person with members of their team (including non-Spooners) at any Bending Spoons office.** For example, we'll provide travel support to a Spooner who visits an acquired company's pre-existing team at its office. The destination office should generally be selected to minimize travel—if a team has one Spooner in London and four in Milan, we'll typically support the London-based Spooner traveling to Milan, but not the four Milan-based Spooners traveling to London.
- **The Spooner is a new hire traveling to spend time at our Milan office during their first few months at the company.** We recommend every new Spooner does this, as it's the most effective way to get to know our company culture.



- **The Spooner is pursuing a business development objective for which traveling is key.** Examples include meeting an investor or customer to strengthen the relationship, and attending a trade fair to generate sales leads.
- **The Spooner is traveling for a company activity or event for which travel support is expressly offered.** Examples include our retreats and State of the Spoon.
- **The Spooner is traveling for *Bonding Teams* or *Bonding Tribe*, in accordance with the dedicated guidelines.**
- **The Spooner is traveling to leverage a learning investment for which traveling is key.** For example, the Spooner is traveling to participate in a workshop where online participation is either ineffective or unavailable.

All travel must comply with the applicable laws.

Support

When a Spooner is traveling for a company activity or event for which travel support is expressly offered, they'll receive the travel support specifically designed and communicated for the activity or event. And, as stated above, travel for the *Bonding Teams* or *Bonding Tribe* initiatives should follow the guidelines laid out within the dedicated policies.

In the other scenarios where a Spooner's travel is eligible for support, Bending Spoons will finance all reasonable costs, as follows:

- **Transportation.** We'll finance the cost of car mileage, short-term vehicle rental, metro tickets or subscriptions, train tickets or subscriptions (business class or first class is fine if the Spooner expects to work during the journey), and flight tickets (business class is fine for long-haul flights). The Spooner is responsible for making sure their subscription type is appropriate given their expected or actual usage. We recommend booking flights through TravelPerk where possible. We'll finance the cost of taxi or Uber rides if it's the most efficient option available, if the Spooner has any safety concerns with the alternative options, if they have a lot of luggage, if they've had a particularly long trip, or if they're traveling for a reason other than to work at their primary office.
- **Accommodation.** We'll finance the cost of accommodation, unless the Spooner is traveling to work at their primary office and they live within commuting distance (say, one hour of travel time) from it. The Spooner can stay at an apartment or hotel booked via TravelPerk or an alternative booking



platform of the Spooner's choice, such as Airbnb. We encourage the Spooner to prioritize convenience and pick accommodation at a cost no higher than GBP 200 a night in London and EUR 200 a night in Milan. For locations other than London and Milan, we don't provide recommended cost caps—we encourage the Spooner to prioritize convenience while using company resources efficiently. If in Milan, the Spooner has the additional option of staying at one of our partner facilities, which guarantees cost appropriateness.

- **Meals.** Food and drinks are available for free at our London and Milan offices during working days. The Spooner should lean toward leveraging the food and drinks offered at the office where possible. If these aren't available or if there's another good reason to eat elsewhere, we'll finance the cost of meals at any venue as long as the cost is reasonable—most restaurants qualify. For example, if the Spooner believes that going out for dinner with some members of an acquired company's pre-existing team will enhance collaboration, we're happy to pick up the bill. In certain cases, opting for a lavish meal may be in the company's best interests. For example, if inviting a high-value prospective customer to dinner at an upscale restaurant is likely to help the relationship in a decisive way, we'll readily finance it.
- **Visa.** We'll finance all visa-related costs.

Bending Spoons will finance the cost of a trip of the appropriate duration (including weekends, if the Spooner believes that being away from home during the weekend is in the company's best interests). **Should a Spooner wish to extend their trip for personal reasons, they may do so but they'll have to finance the associated extra cost themselves.**

A Spooner is usually responsible for booking their own travel. In certain cases, a People Operations team member may be assigned to them as a travel support buddy. The Spooner should turn to their buddy for questions and logistical help.

Relocation

Eligibility

When a Spooner is pursuing a worthwhile business objective for which relocation is necessary or clearly value-adding, we consider their relocation eligible for support.



The typical scenario is that of a Spooner relocating to be much closer to their primary office, with the intention of spending considerably more in-person time with colleagues. For example, the Spooner is relocating from Serbia to within commuting distance from their primary office in Milan.

When a Spooner relocates to be much closer to an office other than their primary one, the relocation isn't automatically considered to be for the company's benefit. Therefore, we probably wouldn't provide support for such a relocation. At any rate, **all relocations are assessed on a case-by-case basis.**

Within reason, **a Spooner can leverage the benefit for multiple relocation events during their tenure with us.** For example, the Spooner may use the benefit to move from Poland to Bergamo in northern Italy, and then again a couple of years later to move from Bergamo to Milan.

Support

Our relocation support covers a Spooner and the members of their household, including pets.

We'll finance all reasonable costs in relation to the following:

- **Residency permits.** Gaining and renewing the necessary residency permits, including obtaining legal advice on immigration matters.
- **Transportation.** Car mileage, short-term vehicle rental, taxi or Uber rides, metro tickets, train tickets, flight tickets, and so on.
- **Accommodation.** Financing that covers temporary accommodation for four months after relocation, or until a Spooner moves into permanent housing—whichever comes first.
- **Moving.** Packing and shipping belongings, moving insurance, customs duties, and temporary storage.
- **Health insurance.** Temporary coverage until the Spooner is enrolled into the company's standard plan.

A People Operations team member is assigned to support a Spooner as a relocation support buddy, except for matters related to residency permits, which are handled by People Administration. The Spooner's buddy can provide logistical help in several of the areas mentioned above, and in any others that prove especially challenging (perhaps because of a language barrier or the Spooner's unfamiliarity



with local customs and bureaucracy). These may include things like obtaining a SIM card, setting up utility contracts, and opening a bank account.

Conclusion

Through this policy, we strive to support business-related travel and relocation at a world-class level. We also strive to live up to our values of freedom and responsibility by avoiding excessive prescriptiveness, instead affording a Spooner considerable latitude in making the relevant decisions autonomously.