

## FAQ about the new mobility policy

### 1. Why a new mobility policy?

Staff have been asking for some years now for the current commuting allowance to be improved. The 2023 Mobility Survey also showed the need to do so, especially for public transport. A better public transport allowance also fits with a mobility policy that focuses on sustainable travel. As of 1 July 2024, the university as an employer is legally required to track its carbon emissions for travel. This means the number of kilometres travelled and the transportation used, for commuting and domestic business travel. To comply with this new sustainability legislation, we are going to use the Shuttel app to record our actual commuting data.

### 2. Is this policy permanent?

No, we have decided that the policy will apply for one year. It will be evaluated during that year and we will look at whether the allowances need to be adjusted.

### 3. For what travel expenses will I receive an allowance and how much will I receive?

The allowance paid depends on the transport used and the number of kilometres you commute or travel for domestic business trips.

#### Commuting by public transport

- Public transport expenses will be paid in full (so 100%).
- This only applies to second-class travel with a Shuttel card.
- The following will not be reimbursed: an OV-fiets, a parking discount at NS train stations and a bike parking fee.

#### Commuting by bicycle/scooter/foot

- You will receive an allowance of 7 cents per kilometre, from a distance of 10 kilometres.
- The allowance is for a maximum distance of 45 kilometres (one way).
- There is no allowance for the first 10 kilometres. This means you will receive an allowance for a maximum of 35 kilometres (one way).

#### Commuting by car/motorbike

- You will receive an allowance of 7 cents per kilometre, from a distance of 10 kilometres.
- The allowance is for a maximum distance of 45 kilometres (one way).
- There is no allowance for the first 10 kilometres. This means you will receive an allowance for a maximum of 35 kilometres (one way).
- You can still take out a parking subscription through the Service Portal.

#### Domestic business travel

- Check in with Shuttel for domestic business travel by public transport and record the trip as 'business'.
- Travel by second-class public transport wherever possible. If you have permission to travel to your destination in your car, you will receive an allowance of 23 cents per kilometre.

**4. How much is the internet and homeworking allowance? What do I have to do to receive these?**

The homeworking allowance is 2 euros per homeworking day and the internet allowance 25 euros per month. You need to register your homeworking days monthly in Shuttel to receive this. You can designate several days at a time as homeworking days. The internet allowance is automatically activated when you register one homeworking day. If you do not register any homeworking days, you will not receive the internet allowance. Your manager does not have to approve homeworking days/business trips etc. that you register. You do need to discuss these together though.

**5. When will I be paid my travel/homeworking allowance?**

You will be paid in the month after you register your travel or homeworking days. You have until the last day of the next calendar month to register your travel in Shuttel. Once you have registered your travel, Shuttel will send the details to the university at the end of the month. These will be processed and your allowance will be paid with your next salary.

**6. From what distance can you claim an allowance for travel to work with your own transport?**

The university has chosen to retain the minimum of 10 kilometres for your own transport (such as a car or bicycle). This does not apply if you travel to work by public transport.

**7. When my commute is longer than 10 kilometres, with my own transport, why do I have to opt for one means of transport?**

At the moment, Shuttel sees each registered trip as separate single trips. This means that the system sets the 10 kilometre limit on every separate trip. To make sure that the limit of 10 kilometres is only deducted from your single trip once, you need to register your single trip from your home address to your work location and then select one means of transport. Choose the means of transport that you have used the most.

- What should you do if you use more than one means of transport and your journey is more than 10 kilometres? For example, you have to cycle 2 kilometres and then travel 10 kilometres by car. Register this as one trip and select the means of transport that you have used the most. In this example, you would choose the car. This will ensure you receive the correct allowance.
- What should you do if you use more than one means of transport and your trip is less than 10 kilometres? Then, if you wish, you can register the different parts of the trip separately. As the total trip is less than 10 kilometres, there will be no allowance.

**8. Why do I receive the same allowance for travel by bicycle and car?**

Our first step is to fully reimburse travel by public transport. We hope this will improve the terms and conditions of employment of many of our staff. We will look in the evaluation at where there is room for improvement.

**9. Why will everyone receive a Shuttel card?**

Even if you do not travel by public transport, you will initially receive a Shuttel card. We will review whether everyone needs the card after a few months.

**10. I don't want to download an app. Can I register my travel and homeworking days on the web?**

Alongside registering your travel and homeworking days in the Shuttel app for your phone, you will also be able to register them in the My Shuttel environment on your desktop or laptop. For further questions about the app, see the Shuttel web environment that will go live soon.

**11. For traveling by public transport, I'm going to use the Shuttel card. What do I do with my current public transport card/subscription that I use to travel to work?**

You can cancel any type of public transport card or NS subscription that you currently have. If desired, you can replace it with an [NS Flex base card](#). This is a free subscription, which you can also use for public transport bicycles ('OV fiets' in Dutch) and private trips (which are not reimbursed with Shuttel). On 16 October you will receive an email from Shuttel to activate your Shuttel account, after which you will automatically receive the Shuttel card.

**12. Can I also use the Shuttel card for private trips?**

It is possible to make private trips with the Shuttel card, but you don't have to. If you choose to travel privately with it, these costs are at your own expense. It is also a requirement that you link your own bank account to your Shuttel card via the app/My Shuttel. When you make a private trip, you designate the trip afterwards as 'private'. The costs are then collected via your own bank account. Commuting and business trips are still charged directly to the University. Make sure you first give Shuttel the necessary debit mandate before making private trips with your card. If you have not given Shuttel a debit mandate, you cannot use the card privately.

**13. How is my privacy safeguarded? What does Shuttel do with my personal data or the travel data in the tracker?**

Shuttel processes your data, including location data, to enable the use of the Shuttel card and mobility services. This data, specifically the location data, is obtained from other mobility providers used by means of the Shuttel card. You can find more information about how personal data is processed in the Shuttel [Privacy Statement](#).

Shuttel takes various measures to protect their clients' data. They are, for example, certified for their security according to the ISO 27001 international standard, they store data encrypted and they test the system and the app at regular intervals for vulnerabilities.