

Procedure Owner: Executive Vice President, Chief Human Resources Officer

Process Owner: Vice President, HR Shared Services

Executive Summary

- The Tuition Refund Program has been established to assist eligible employees, who at their own initiative, wish to maintain or improve their performance in their present or future occupations with Hertz through study or training/vocational training outside normal working hours. Approved courses must be directly related to the employee's current or future position or required for an approved degree program (Section A.1)
- Employees who voluntarily leave the employ of the Company within one (1) year of receiving tuition reimbursement under this program must reimburse the Company for any payments received under this program prior to their departure (Section A.7).
- The North America Employee Care Center (ECC) or the responsible Int'l Country Human Resources (HR) Department will administer the program and provide any further interpretation of the procedure that may be required. Exceptions to this policy must be approved by the Senior Vice President, Chief Human Resources Officer (Section A.11).
- The subjects or courses approved for tuition refund must be considered to maintain or improve the employee's performance in his/her present occupation or a future occupation with Hertz. The course must jointly benefit the employee and the company by helping the employee to more effectively perform his/her current and future duties and responsibilities (Section B.1).
- Prior to registering for classes each term or semester, the eligible employee must submit a Tuition Refund Application (Webform on the Intranet for North America), External Training Approval form (Europe, Middle East, Asia Exhibit 2), Tuition Application (Australia and New Zealand, Exhibit 3) or Request For Training Form (Brazil - available on the Intranet) for approval as outlined in C.1.

Key Revisions

This procedure includes a change to the North America process where employees will submit a Tuition Refund application via webform directly to the Employee Care Center for approval.

Procedure



<i>No.</i>	<i>Subject</i>	<i>Date</i>
W2-25:	TUITION REIMBURSEMENT PROGRAM	February 8, 2016

Scope: This worldwide procedure applies to all Divisions and Subsidiaries of the Hertz Corporation.

Purpose: To explain the requirements and procedure to be followed in the administration of the Employee Tuition Reimbursement Program.

- Index:**
- A. General
 - B. Subjects or Courses of Training
 - C. Approval Requirements
 - D. Obtaining Refunds
 - E. Study Leave (Europe and New Zealand)
 - F. External Training Authorization (Australia)
- Exhibit 1- External Training Approval form (Europe)
- Exhibit 2 - Tuition Application and Tuition refund Application (Australia and New Zealand)
- Exhibit 3 - External Training Course Request Form

Procedure:

A. General

1. The Tuition Refund Program has been established to assist eligible employees, who at their own initiative, wish to maintain or improve their performance in their present or future occupations with Hertz through study or training/vocational training outside normal working hours. Approved courses must be directly related to the employee's current or future position or required for an approved degree program.
2. The program provides reimbursement of tuition expenses for eligible employees attending a resident school accredited or recognized by a state

Board of Education or a recognized educational institution who achieve satisfactory completion of a course (i.e. in North America, satisfactory completion is obtained by receiving a grade of C or higher, for all other countries a pass or fail).

3. To qualify for a tuition refund, an employee must:
- All countries excluding Brazil - be actively employed on a regular full-time basis with at least six (6) months of continuous service accrued prior to the start date of the course.
 - Brazil - The eligibility criteria will be described in the local policy.
 - Have had the prior training and experience required to enroll in the course.
 - Take only those subjects or courses which qualify under the definition in Section B.
 - Be an active employee at the time the refund is made, or have been placed on layoff status after the tuition refund application was approved.

Note: Employees hired on a temporary, casual or part-time basis and employees on a leave of absence are excluded.

4. Tuition refunds will be granted as follows:
- a. North America - the maximum refund payment to an employee, for both graduate and undergraduate programs in a calendar year, will be 100% of approved tuition costs, to a maximum of \$4,000 USD.
 1. In cases where an outside agency such as the Veteran's Administration pays educational benefits for an employee, the amount refunded will be the difference between the amount Hertz would have paid under the Tuition Refund Program and the amount paid for tuition by the outside agency.
 - b. Europe, Middle East and Asia - the maximum amount payable to a member of staff in respect of professional study or vocational training is 100% approved tuition costs, to a maximum of \$7,000 USD in any financial year.
 - c. Australia and New Zealand -
 1. The amount reimbursed to the employee will be 50% of tuition costs, after the employee has presented certification from the educational institution of satisfactory completion of the courses or subjects, and a receipt or invoice noting the tuition cost borne by the employee.

Note: Costs for tuition will only be refunded if physically paid by the employee (i.e.. Government loans (HECS & PELS) will not be reimbursed).

2. An employee who completes 2 years' service after satisfactorily completing a degree or diploma course, will be entitled to apply for the tuition costs borne by them whilst studying for the course (only the 50% previously reimbursed by Hertz Australia Pty Limited).
- d. Brazil - the maximum refund payment to an employee, for both graduate, post graduate and MBA programs in an academic year, will be R\$5.000. The maximum refund payment to an employee for technical training in an academic year is R\$1.000.
5. Refunds include tuition fees only.
6. All approvers should consider the following:
 - a. Is there a suitable in-house training course that would meet the need.
 - b. Are there enough requests for this type of training course or program to justify an in-house training course or program.
 - c. Is the cost of the course acceptable within the current market price for such programs.
 - d. Are the costs within departmental training budgets, where they exist.
7. Employees who voluntarily leave the employ of the Company within one (1) year of receiving tuition reimbursement under this program must reimburse the Company for any payments received under this program prior to their departure.
8. Europe, Middle East, Asia - Where an individual being recruited by Hertz is already enrolled on a course of study, any enquiries regarding Hertz sponsorship must be considered and a decision made prior to appointment. This decision must be included in the offer letter sent to the individual.
 - a. Any current commitments regarding study leave or time off for examinations must be honored if Hertz will not provide the sponsorship. The leave must be taken from the holiday entitlement, as unpaid leave will not normally be granted.
9. The cost of tuition refunds will be paid by the respective Department/Division.
10. Please contact your Int'l Human Resources Department for a complete set of guidelines on the Europe, Middle East, Asia and Brazil specific Tuition Reimbursement Program.

The NA ECC or the responsible Int'l Country Human Resources (HR) Department will administer the program and provide any further interpretation of the procedure that may be required. Exceptions to this policy must be approved by the Executive Vice President, Chief Human Resources Officer.
11. This procedure affects all new tuition reimbursement requests. Requests made prior to the publication of this procedure are not affected.

B. Subjects or Courses of Training

1. The subjects or courses approved for tuition refund must be considered to maintain or improve the employee's performance in his/her present occupation or a future occupation with Hertz. The course must jointly benefit the employee and the company by helping the employee to more effectively perform his/her current and future duties and responsibilities.
2. "Distance Learning" is academic course work completed outside of the traditional classroom environment and may take place via the Internet, e-mail, mail, etc. The Distance Learning program or course must meet the criteria established for traditional courses in order to be reimbursable. The course or program must be on a college-level and yield academic credit as opposed to a program intended for short-term professional development. The course or program must be accredited by the appropriate college or university.
3. All courses required for a degree are eligible for reimbursement, as long as the degree has met the requirements outlined in this procedure.
4. Professional certificate programs and the associated preparatory study courses are eligible for reimbursement. The employee must meet the requirements listed in Section A.3.
5. Remedial work courses are not refundable under this policy. An employee must have had the prior training and experience required to enroll in the course under consideration.
6. Any courses which are audited (no credits received) are not refundable under this policy, even if prior approval for the course had been received.

C. Approval Requirements

1. Prior to registering for classes each term or semester, the eligible employee must submit a Tuition Refund Application (Webform on the Intranet for North America) and submit to the NA ECC, External Training Approval Form (Europe, Middle East and Asia, Exhibit 1), Tuition Application (Australia and New Zealand, Exhibit 2) or Request For Training Form (Brazil - available on the Intranet) for approval as outlined below. The employee's eligibility under the provisions of this procedure will be verified and the possible effects of overtime requirements and total class hours upon the employee's work performance will be considered before the application is approved.

The following approvals are required:

	North America	Europe/Middle East/Asia	Australia/New Zealand	Brazil
Responsible Departmental		X	X	X

Human Resources Business Partner*				X
Functional Director		X	X	
Senior Human Resources Business Partner*		X		
Director, Human Resources*			X	
Employee Care Center (ECC)*	X			

* Maintains a file of approved applications for two (2) years.

D. Obtaining Refunds

North America

1. The employee must submit the following with their request for reimbursement to the ECC via the webform on the Intranet within 90 days of completion of the course, or the tuition cost will not be refunded:
 - Certification from the accredited institution stating that the employee received a grade of C or higher,
 - Receipt or invoice for all eligible costs, and
2. The ECC will initiate a Request for payment and forwards it to the OKC Payroll Department.
3. The OKC Payroll Department issues the tuition refund and forwards to the employee with the Payroll Checks.

Europe, Middle East, Asia

1. Training course results/Certificate of attendance - within one (1) month of the publication of examination results, or completion of the approved non-examination course, the employee must submit to the Country/Unit Human Resources Business Partner a copy of the results or certificate of attendance, which must be retained in the employee's personnel file. Where examinations are in pursuit of a professional qualification, the results will be provided to the Hertz training coordinator for that professional association.

Note: A copy of the course syllabus or letter from the course tutor must support any claim for reimbursement of essential books.

2. Unless country legislation dictates otherwise, claims must be restricted to fifty percent (50%) of the costs incurred on registering for the course, and fifty percent (50%) on successful course completion, including any examination.
 - a. Where the definition of success is not clear (i.e. pass/fail, competent/not yet competent) the Unit Human Resources Director or Vice President, Human Resources, HEL must review the results and decide if the final payment is warranted.
 - b. Where the course or program is not completed, a fail/not yet competent result is achieved, or the results are deemed unsuccessful, the final payment will be withheld.

3. Claims for the reimbursement of course fees, etc. must be submitted on a Business Expense Report together with evidence of total costs including receipts. Refer to Procedure W1-10, Reimbursement of Business Expenses.

Australia/New Zealand

1. The employee must submit the following to their immediate Supervisor within 90 days of completion of the course, or the tuition cost will not be refunded:
 - Certification from the accredited institution,
 - Receipt or invoice for all eligible costs paid by the employee **NOT** obtained through government loans (eg. HECS/PELS) and
 - Copy of approved Tuition Refund Application Form
2. The immediate Supervisor verifies that paperwork is complete and sends to the Functional Director.
3. The Functional Director reviews and forwards to the Director, HR.
4. The Director, HR reviews and approves or rejects. If approved, they initiate a Check Request. If rejected, they send it back to the Functional Director with their comments.

Brazil

1. At the completion of the course, the employee must submit the conclusion certificate to the Human Resources Department.
2. After verification of the course by the Human Resources Department, the employee must complete an Expense Report and attach original proof of payment together with a copy of the course certificate and the approved Request For Training Form and submit it to the Human Resources Department.
 - a. The amount paid will not be reimbursed in the event of loss of the approved and signed Request For Training Form.
 - b. For the Operation employees, please send it directly to the City Manager, who will send it to the Human Resources Department.

E. Study Leave (Europe and New Zealand)

Europe

1. Where employees wish to take study leave, the number of days and the estimated dates must be discussed with their immediate Manager prior to starting the course and finalized when exact dates are known. All study leave must be approved in country by the Country/Unit Human Resources Business Partner and within HEL by the Vice President, Human Resources, Int'l.

2. Study leave allowance - a maximum of ten (10) study days per year is allowed. The year starts from either:
 - Date of joining Hertz where the job is granted study leave.
 - Date of moving within Hertz to a job which is granted study leave.
3. Study leave can only be carried over from one (1) year to the next with the approval of the Vice President, Human Resources, HEL in writing.
4. If the period of absence requested is reasonable, study leave may be granted providing the following conditions are met:
 - a. All leave for study purposes must be matched by holiday, as follows: For four (4) days study leave equals two (2) days annual leave and two (2) days study leave.
 - b. The maximum number of days taken at any one time, and the obligation to take the annual leave, are at the discretion of the Manager.
5. Any requests for unpaid leave must be referred to the Country/Unit Human Resources Business Partner or the Vice President, Human Resources, HEL.
6. In addition to the study leave granted, employees may be allowed up to two (2) days additional study leave to attend examinations, in any twelve (12) month period. Additional study leave may be granted to attend examinations (a half day may be granted per examination). This must have the prior agreement of the Country/Unit Human Resources Business Partner.
 - a. Any additional leave required must be authorized, by the Country/Unit Human Resources Business Partner or the Vice President, Human Resources, HEL.
7. Study Leave without financial sponsorship - Where employees wish to take study leave without financial sponsorship from Hertz, approval must first be obtained from the employee's immediate Manager.
 - a. On approval, the employee's immediate Manager must decide on the number of study leave days to be granted which must not exceed those figures detailed in Section E.2.
 - b. The Country/Unit Human Resources Business Partner or the Vice President, Human Resources, HEL must be informed, in writing by the employees' immediate Manager.

New Zealand

8. Paid Time Off - Reasonable time off will be allowed to attend courses at University, Technical Institute or other recognized educational institutes for the purpose of an approved course of study. Employees are expected where possible to arrange lectures to minimize travelling in company time.

9. Study and Examination Leave - A total of two days paid leave may be granted for each paper/unit (examination) sat. This leave covers both study and examination time.
10. As a guideline a maximum of eight (8) hours a weeks will be allowed to attend lectures (to include travel time).

F. External Training Authorization

1. If it is intended for an employee to attend a training course run by an external training provider, an External Training Course Request Form (Exhibit 3) must be completed by the Manager, countersigned by the Functional Director and submitted to the Director, Human Resources.
2. Upon, approval from the Director, Human Resources, the initiating Manager shall undertake either of the following procedural processes:

Employee Attending an External Training Course

- a. Initiating Manager to refer to procedure W8-01 Purchasing Policy.
- b. Alternate training providers to be given equal consideration based on quality, course content, course schedule and duration, price, and other relevant factors.

In-House Training Programs Conduct by External Training Consultants

- a. Initiating Manager to refer to Procedure W1-20, Consulting Services.
- b. Alternate training providers to be given equal consideration based on quality, course content, course schedule and duration, price, and other relevant factors.
- c. Authorization for Consulting Services Form must be completed and approved as outlined in Procedure W1-20.

Exhibits



External Training Approval Form Europe, Middle East, Asia.doc

Exhibit 1



Australia and New Zealand Tuition Application and Refund Application.docx

Exhibit 2



External Training Course Request Form - Australia.doc

Exhibit 3