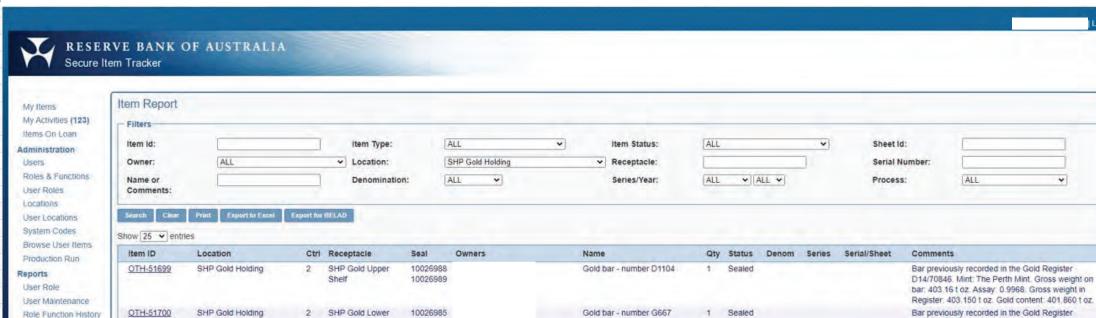
Logout



Gold bar - number 18

Gold bar - number XH (Cyrillic) 1

Sealed

Sealed

Showing 1 to 4 of 4 entries Total Qty of Items: 4

OTH-51701

OTH-51702

Item

Security Group

Ventication List.

Receptacle

Activity

Location Maintenance

Holding (>12 months)

**Outstanding Virtual** 

(Only Items within your Security Group are displayed.)

SHP Gold Holding

SHP Gold Holding

Shelf

Shelf

Shelf

SHP Gold Upper

SHP Gold Lower

10026986

10026988

10026989

10026985

10026986

First Previous 1 Next Last

D14/70846. Mint. Royal Mint Melbourne. Gross

weight in Register, 399,925 t oz. Gold content:

Bar previously recorded in the Gold Register

398.285 t oz.

398.599 t oz.

385.011 t oz.

weight on bar, 399.93 t oz. Assay: 0.9959. Gross-

D14/70846. Mint: Royal Mint, Perth Branch. Gross

weight on bar: 400.20 t oz. Assay: 0.9960. Gross

weight in Register, 400,200 t oz. Gold content.

Bar previously recorded in the Gold Register

D14/70846. Mint: not shown. Gross weight on bar:

11976.3 gm (385.05 t oz). Assay: 0.9999. Gross weight in Register, 385,050 t oz. Gold content.



### Item Enquiry Result

OTH-51699		Control	Receptacle	Seal	Owners	Name	/ Qty	Status	Denomination	Series	Serial/Sheet	Comments
	SHP Gold Holding	2	SHP Gold Upper Shelf	10026988 10026989		Gold bar - number D1104	/ 1	Sealed				Bar previously recorded in the Gold Register D14/70846. Mint: The Perth Mint. Gross weight on bar: 403.16 t oz. Assay: 0.9968. Gross weight in
OTH-51700	SHP Gold Holding	2	SHP Gold Lower Shelf	10026985 10026986		Gold bar - number G667	1	Sealed			7	Register: 403.150 t oz. Gold content: 401.860 t oz. Bar previously recorded in the Gold Register D14/70846. Mint: Royal Mint Melbourne. Gross weight on bar: 399.93 t oz. Assay: 0.9959. Gross
						Vl 72/	ified &	reistance Gold	of Bas v	pamed	· W.	weight in Register: 399.925 t oz. Gold content: 398.285 t oz.

Item ID	Location	Control	Receptacle	Seal	Owners	Name	Qty	Status	Denomination	Series	Serial/Sheet	Comments
OTH-51701	SHP Gold Holding	2	SHP Gold Upper Shelf	10026988 10026989		Gold bar - number 18	1	Sealed			✓	Bar previously recorded in the Gold Register D14/70846. Mint: Royal Mint, Perth Branch. Gross weight on bar 400.20 t oz. Assay: 0.9960 Gross weight in Register: 400.200 t oz. Gold content:
OTH-51702	SHP Gold Holding	2	SHP Gold Lower Shelf	10026985 10026986		Gold bar - number XH (Cyrillic) 1682	1	Sealed				398.599 t oz. Bar previously recorded in the Gold Register D14/70846. Mint: not shown. Gross weight on bar 11976.3 gm (385.05 t oz). Assay: 0.9999 Gross weight in Register: 385.050 t oz. Gold content: 385.011 t oz.

Verted expistence of the Gold Bars.

witnessed

H Verifier. 23/06/2021

#### **VERIFICATION REPORT - HOLDING BY LOCATION**

	VERIFIC	ATION REPORT - HOLDING BY	LUCATION
Location:	SHP Gold Holding		
Current Owners:			
Item Security Groups:			
Receptacle List		12/2	
Seal Name	Seal Number	Qty of Items	
SHP Gold Lower Shelf	10026985 10026986	2	
SHP Gold Upper Shelf	10026988 10026989	2	
We have checked and verified		ah tha Thans list	
	sent and that the descriptions mat		
All sealed Receptacles are	present, their seals are intact and	the seal numbers match identifiers rec	corded in the Receptacle List
Location Owner(s)/	Ve	rifier 1	<del>Verifier 2</del>
			Citness
		16/2021	

	Sydney He	ead Office - Gold Holding	ngs Physical Verification					
			O C C C C C C C C C					
Project Number	T V	ID97-22	Performed by					
Project Name		d Verification	Date performed	15/03/2022				
Period Covered	100000	N/A	Date periodines	22) 80/2022				
120-2-2-0	+	2000						
Sample Selection	Reasoning:							
	- The Bank holds four histori	rical Gold bars in the Sydner	y Head Office.					
a de cale a de								
Method: Test 1 - Sight the	gold bars and verify the bar	r number, assay, refiner (w	here applicable) and gross	weight recorded on the bar to				-
the gold register	er details provided by Note Iss	ssue (NI) department.		ATTENDED TO THE PARTY OF THE PA				
Cold hars held :	st HO are weighed every five	a years with the next weigh	ung due in 2024. For this rea	ason, the gold bars at HO will				
	as part of this audit.	years, with the next weight	ing due in 2024, For this leas	son, the gold bars at no will				
	1			4				1
Source of Informa	ation							
D22/96881	Secure Item Tracker Item F	Report from the most recent	nt annual NI verification comp	pleted June 2021;				
								4
				4				
Testing:	4							
		Gold bar	r details from NI		Audit 7	Testing		
Sample	Bar Number	Assay	Refiner	Gross weight per bar (oz)	Test 1 - Bar details	Audit conclusion	Audit notes	Grams to Troy Ounce conversion
1	D1104	9968	The Perth Mint	403.160	Satisfactory	No issues noted	N/A	N/A
2	G667	9959	Royal Mint Melbourne	e 399.930	Satisfactory	No issues noted	N/A	N/A
3	18	9960	Royal Mint, Perth Brans	nch 400.200	Satisfactory	No issues noted	N/A	N/A
4	XH 1682	9999	N/A	385.050	Satisfactory	No issues noted	Gross weight on bar is shown as 11976.3 and this is confirmed as grams per the gold bar details received from NI. Given one troy ounce is 31.1034768 grams, the conversion can be seen in cell J24.	385.05
	N/ 1002	pere.	104.12	303.030	agustano. F		South Head ser.	
Conclusion:								
No issues noted								
	y verified the four gold bars h s held by NI department and			ancies identified between the				

From: N

Sent: Wednesday, 22 June 2022 10:27 AM

To:

Cc:

Subject: Gold Audit Verification - 22 June 2022 [SEC=OFFICIAL]

Hi

This is to advise you that on Wednesday 22 June 2022, I assisted in the annual verification of the gold holdings.

I can confirm the existence of the four gold bars listed in the attachment <u>D22/159915</u>

The SHP Custodians present were and . The verification was carried out in the

presence of from Audit Department.

There was no need to weigh the gold bars this year. This five-yearly verification was last completed in June 2019.

Regards,

Note Issue Department
RESERVE BANK OF AUSTRALIA | 65 Martin Place, Sydney NSW 2000
| w: www.rba.gov.au



Reply Reply All	
W	
RE: RBA Gold Holdings at BoE - Audit Planning [OFFG] [SEC=OFFICIAL]	
То 🗆	
Cc □	
Hi	
Thanks for this and noted re: costs.	
[RBA European Office Chief Representative] and myself (Senior Manager, Audit) wil	ll attend. Our sample bar listing (450 bars) is attached.
In terms of the other required information:	
Dietary requirements:	
An overview of the vault operations would be great – and also some time for a discussion with your Int gold operations if possible too please.	ernal Audit team to discuss their audit arrangements in relation to

Kind Regards

Audit Department
RESERVE BANK OF AUSTRALIA | Eora Country, 65 Martin Place, Sydney NSW 2000
w: www.rba.gov.au

The Reserve Bank of Australia acknowledges the Traditional Custodians of Australia and we pay our respects to their past, present, and emerging Elders.

#### Sample Testing (Physical Verification) of Gold Bars at Bank of England (BoE)

Project Number	ID97-22	Performed by	
Project Name	ID Gold Holdings at the Bank of England	Date performed	11/04/2022 - 13/4/2022
Period Covered	N/A. Audit based on Gold Listing as at 11/4/22		

#### Sample Selection Reasoning & Method:

The RBA had a total of **5,582** Gold Bars held at the Bank of England as at 15/2/22

In line with the sample outlined in the approved Engagement Planning Memorandum (D22/60190), Audit is to physically verify a total of 460 Gold Bars, made up of:

A) 450 Pre-identified Gold Bars - Sample selected from RBA Gold Bar listing and communicated to the BoE on 10/3/22

B) 10 Random Bars - Sample not known by the Bank of England until Audit was onsite (performed on 12/4/22)

This sample size was chosen for several reasons including:

- Consultation with the BoE
- Past sample size used in the 2013 and 2019 Gold audits
- Institute of Internal Auditors Australia (IIA Australia) guidance paper on sample sizes. (https://iia.org.au/sf\_docs/default-source/technical-resources/2018-whitepapers/iia-whitepaper\_internalaudit-sampling.pdf?sfvrsn=2)

#### Audit has used a statistical sampling method.

Audit used a simple random selection methodology to selected the 450 pre-identified Gold Bars from the listing as at 15/2/22

To obtain the random sample of 450 Gold Bars Audit:

- Obtained the listing of Gold Bars from the Bank of England (BoE)
- An Excel formula "RAND()" was used to assign each Bar a random number. This random number was copied and pasted as text so that the formula and random number would not continue to change.
- The random numbers were sorted from smallest to largest using filters.
- The first 450 Gold Bars were selected for testing.

   Audit used a pivot table to summarise the number of Gold Bars selected from each refiner and to assess the percentage of the sample against the total population

Testing Methodology - Random Gold Bars:					
Test 1 - Refiner Identification	Sight the gold bar and confirm the refiner identification on the bar is correct per the RBA's gold listing.	ight the gold bar and confirm the refiner identification on the bar is correct per the RBA's gold listing.			
Test 2 - BoE Batch/Bar Number	Sight the gold bar and confirm the BoE batch/bar number on the bar is correct per the RBA's gold listing.				
Test 3 - Assay Rating	Sight the gold bar and confirm the assay rating on the bar is correct per the RBA's gold listing.				
Test 4 - Gross Weight	For the 60 selected bars (50 pre-identified bars plus the 10 bars randomly selected when Audit arrived onsits selected bars	e), observe the BoE staff  As a result of this, Audit will observe 60			
Note - Refiner bar numbers were recorded wherever the RBA's gold listing did not have a Refiner bar number on record for a bar.					

#### Conclusion:

No issues noted.

Audit physically verified 460 gold bars held in the Bank of England (and for 60 bars, weighed). There were no discrepancies identified between the listing of Gold Bars received from the Bank of England and the physical gold Audit sighted (and for 60 bars, weighed).

From: S

Sent: Tuesday, 18 January 2022 5:49 AM

To: W

Cc:

Subject: RE: RBA Gold Holdings at BoE - Audit Planning [SEC=OFFICIAL] [OFFG]

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Hi

Happy New Year to you as well!

Thank you for your enquiry regarding a possible visit in April 2022, I can confirm that this should be possible from our side (subject to any changes in UK Government Covid guidelines).

For your information, we are currently about to undertake some work within our vaults which will enable more social distancing to take place during customer audits, with the work scheduled to complete at the beginning of March 2022 – should there be any delay to this work it may impact on your visit but we will, of course, keep you updated as soon as possible should this be the case.

I suggest that we try to arrange a conference call to discuss the details of the visit (I think we can probably make this work if we do an early call for us/late one for you) – can you let me know if this is ok and what dates would be suitable for you and we can get the call booked in.

Kind regards

Bank of England | Threadneedle Street | London | EC2R 8AH

@bankofengland.co.uk

From: W

Sent: Monday, January 17, 2022 5:35 AM

To: S Cc:

Subject: RBA Gold Holdings at BoE - Audit Planning [SEC=OFFICIAL]

Hi

Happy New Year and hope you're well.

I was given your details as we're reaching out to commence planning for an audit of the Reserve Bank of Australia's (RBA) Gold Holdings at the Bank of England.

Happy to arrange a meeting if you'd like to discuss anything further, and please let me know if there's anything else you need from us in the planning phase.

Kind Regards

Audit Department
RESERVE BANK OF AUSTRALIA | Eora Country, 65 Martin Place, Sydney NSW 2000
w: www.rba.gov.au

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\*



### RBA Gold Holdings at BoE – Audit Planning

Date and Time	Tuesday 7:00pm (Sydney) 25/01/2022 8:00 AM-8:30 AM (UTC+00:00) Dublin, Edinburgh, Lisbon, London	Location	Microsoft Teams
Organiser	R E		
Attendees	Bank of England: R  AD: E		

Items	
1	<ul> <li>COVID update:         <ul> <li>The gold vault has been opened throughout COVID and normal operations were maintained</li> <li>Staff working on a split team basis to segregate the team into two in case of a COVID outbreak (however a COVID outbreak did not occur)</li> <li>Introduced new measures to protect staff but controls around gold were first and foremost. New measures included 2 metre distance between staff and adherence to UK Government COVID guidance</li> </ul> </li> </ul>
	- BoE forward planning should there be another pandemic or COVID outbreak
2	<ul> <li>Audit can pick 450 bars from the gold holdings. Of the 450 selected, 50 can be weighed and 10 can be picked from the vault</li> </ul>

Items	
	- While Audit is in the bank, BoE will provide lunch and footwear.
3	
4	Sampling:
7	- Vault information will not be provided
	- We can randomly select all 450 bars, but we must give BoE our bar list
5	Timing:
	<ul> <li>BoE agreed for audit to visit in the second week suggested by commencing on April 11<sup>th</sup> 2022).</li> <li>to confirm the date with BoE via email</li> </ul>
	<ul> <li>The visit is subject to UK health guidance</li> <li>Once audit arrives, meetings can be set up and built into the timetable</li> </ul>
6	Requests:
	<ul> <li>to request BoE internal audit report on gold controls/processes</li> <li>To request any meetings with other BoE staff, contact</li> </ul>



# 2022 Audit of the Bank's Gold Holdings

Presented by: S

Supervisors: R J E

February 1st, 2022

# **Agenda**



Item	Slide
Overview of the Bank's gold holdings and transactions	3
The Bank of England: the Bank's gold custodian	7
2019 Audit	9
2022 Audit Approach	16

D22/21742 |

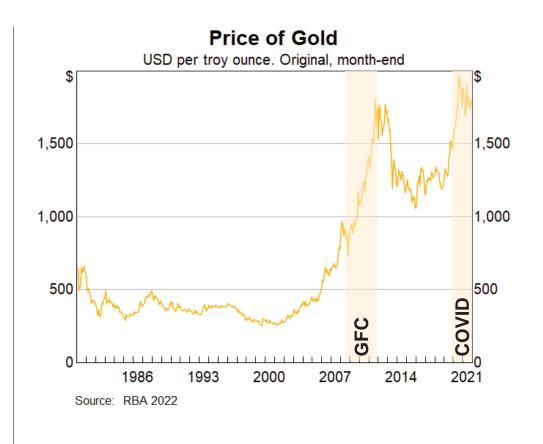
## Why hold gold?



3

### **Benefits**

- Gold is a 'safe haven' investment. It is:
  - Highly liquid
  - Able to provide financial coverage during crises
  - A sustainable store of value
  - Good for portfolio diversification
  - o Tangible
  - No counterparty or credit risk



Overview Transactions The BoE 2019 Audit 2022 Audit Plan

## Why hold gold?



### Costs

- Storage and security risks
- Poor historical price performance relative to other assets
- Foregone cash flows
- Rarely used during crises

### **Returns on Gold vs US Treasuries**

Table 1: Compound Annual Returns
(%)

	Gold	<b>US Treasuries</b>
1900-1970	0.9	2.8
1970s	31.8	6.8
1980s	-4.2	8.4
1990s	0.1	4.3

Source: RBA 1997

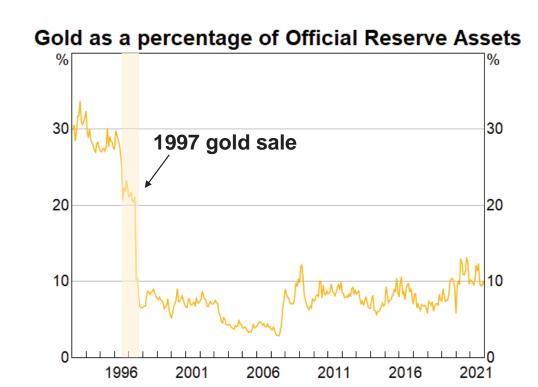
Overview Transactions The BoE 2019 Audit 2022 Audit Plan

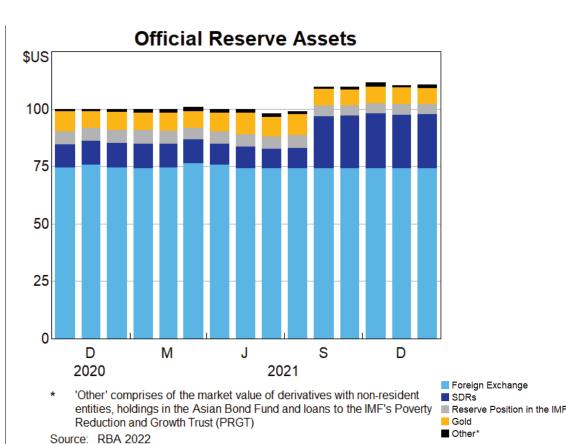
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## 1997 RBA gold sale

Source: RBA 2022



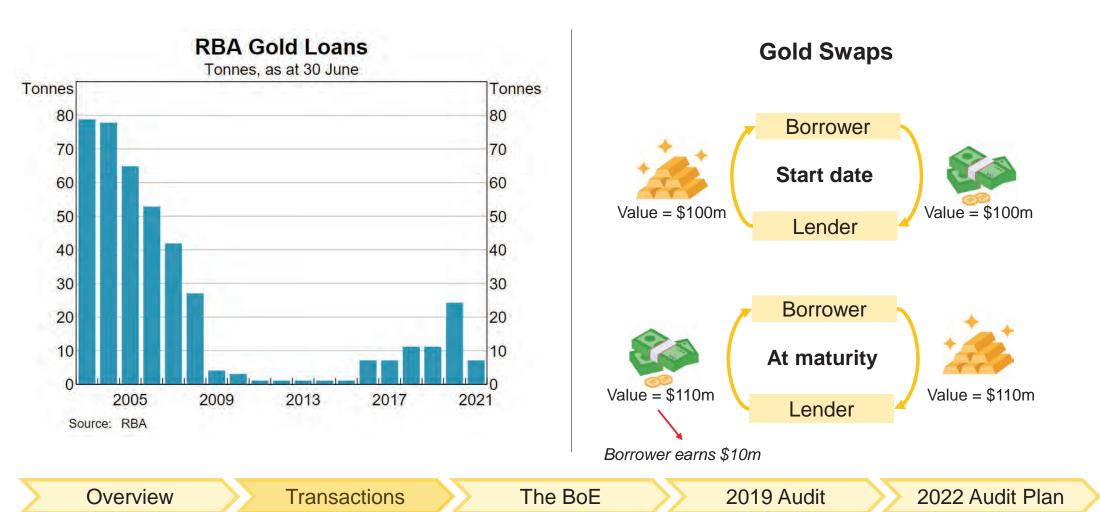




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## **Gold loans and swaps**

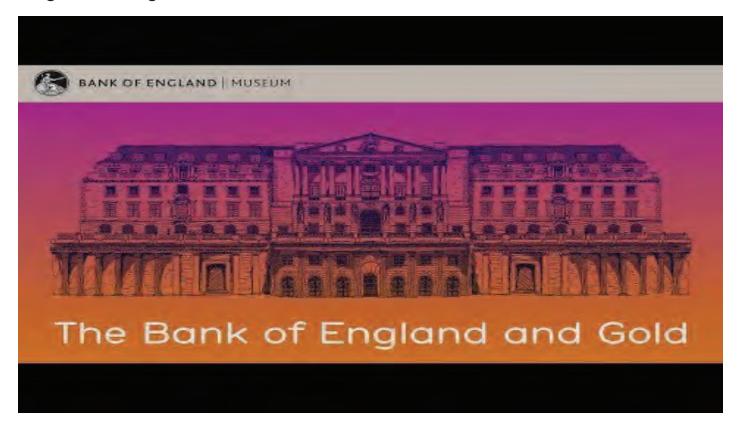




## Why the BoE?



99.9% of the Bank's gold holdings are stored in the vaults at the BoE



Overview Transactions The BoE 2019 Audit 2022 Audit Plan

## Why the BoE?



- London is the world's largest trading centre for gold better access to gold market
- Secure and cost effective

D22/21742

Bars must comply with the London Bullion Market Association's 'Good Delivery' standards

**Transactions** Overview The BoE **2019 Audit** 2022 Audit Plan

## **2019 Audit**



In 2019, the Bank's gold holdings at HO and the BoE were audited. Audit verified the:



Existence of gold



Authenticity of gold



Custody arrangements of gold (high level overview)

Overview

**Transactions** 

The BoE

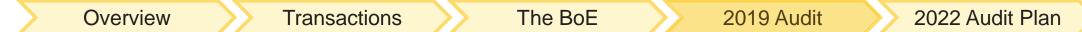
2019 Audit

2022 Audit Plan



## 2019 Risks, Controls, and Testing

Audit Area	Risk
Governance Arrangements: BoE and HO	R1 - Undetected or unauthorised personnel may be granted access to premises resulting in theft or sabotage of Bank assets
	R2 - Records of Bank's holdings are incorrect.



D22/21742 10



## 2019 Risks, Controls, and Testing

Audit Area	Risk
Pre-identified Sample Bank of England	R2 - Records of Bank's holding are incorrect. R3 - Bank assets do not exist or do not
Random Sample Bank of England	meet authenticity requirements.

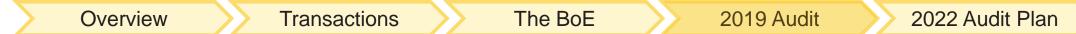
Overview Transactions The BoE 2019 Audit 2022 Audit Plan

022/21742



## 2019 Risks, Controls, and Testing

Audit Area	Risk	Controls	Audit Testing Procedures
Sydney Head Office Holdings	R2- Records of Bank's holding are incorrect. R3- Bank assets do not exist or do not meet authenticity requirements.	C7- Gold holding is held in custody by Note Issue Department.  C8 - Access to the vaults requires approvals from various senior staff  C9 - Staff with access to the vaults undergo a security check performed by the Security Division.  C10 - Custodial function and Security Division is independent from International Department and Payment Settlements.	Physical verification of the gold bars stored at the Banks head office in Sydney.



D22/21742 12

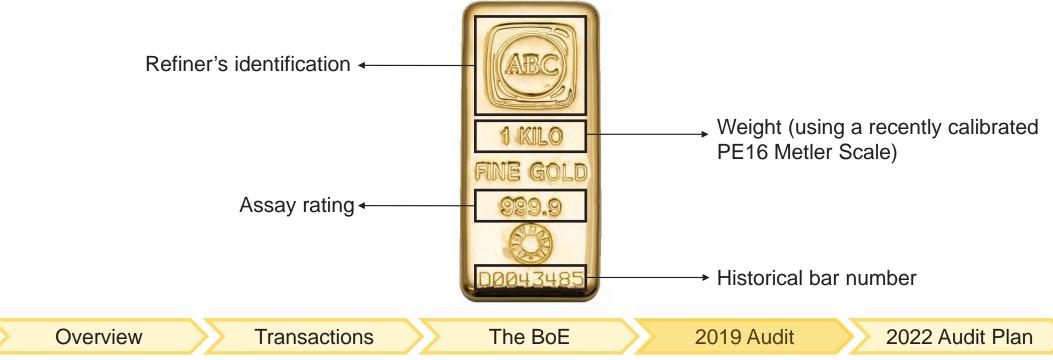
## 2019 Audit – HO Holdings



Of the 4 bars in HO as at March 2019, the entire population was sampled and no discrepancies were identified

### **Total Population = 4 bars**

Audit physically verified all 4 gold bars, including the:



D22/21742 | RESTRICTED 13

## 2019 Audit – BoE Holdings



Of the 5,504 bars in the BoE as at March 2019, 8.7% were sampled and no discrepancies were identified

### **Total Random Sample = 480 bars**

Audit reconciled the Bank's gold bar listing records to the BoE records (including refiner identifier, gold assay rating, weight, and BoE bar number)

### **Pre-Identified Sample = 450 bars**

Drawn from all 9 vaults at the BoE. Selected prior to Audit's arrival on site

Overview Transactions The BoE 2019 Audit 2022 Audit Plan

## 2019 Audit – BoE Holdings (cont.)



### **High Level Overview of Custody Arrangements**

### **Audit Conclusion:**

- All gold bars selected for review were satisfactorily verified
- No discrepancies or inconsistencies were identified during the records provided by the bank of England.

checks, or in the gold

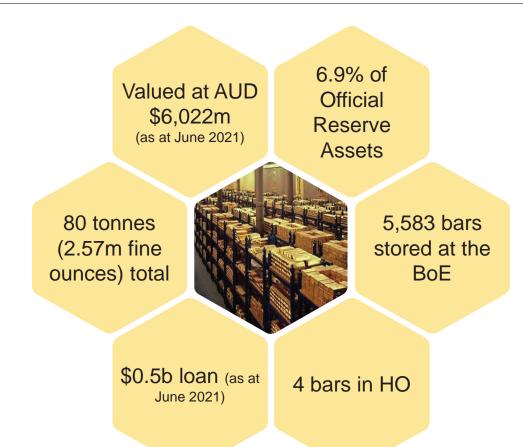
Overview Transactions The BoE 2019 Audit 2022 Audit Plan

# Snapshot of the Bank's current gold holdings



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As at 31 Dec 2021



Overview Transactions The BoE 2019 Audit 2022 Audit Plan

## 2022 Audit – HO Holdings



### **Sampling Approach**

- The entire population (4 bars) to be audited again
- o Physical checks:
  - Assay rating
  - Weight
  - Bar number
  - Refiner identification

### **Physical Security**

 Assurance provided by audit testing of the secure area controls (where the bars are stored) as part of the ongoing NI Banknote Operations and Systems audit

Overview Transactions The BoE 2019 Audit 2022 Audit Plan

D22/21742 | RESTRICTED 17





### **Total Pre-Determined Random Sample = 450 bars (8.06%)**

Like 2019, Audit will reconcile the Bank's gold bar listing records to the BoE records (including refiner identifier, gold assay rating, weight, and BoE bar number)

Of these 450 bars,

**50 bars** will be weighed

#### Note:

D22/21742

- The bar list must be provided to the BoE prior to Audit's visit.
- The BoE will select any additional bars if Audit requests a larger sample.
- Vault information will not be provided by the BoE.

Overview Transactions The BoE 2019 Audit 2022 Audit Plan

## 2022 Audit - BoE Visit



19

### Resourcing

is likely to attend the visit, along with one staff
 member from the EU Rep. Office

### **Assurance**

 Audit will request the BoE's internal audit reports for their gold vault audits

### **Timing**

- Audit will likely visit BoE on the week commencing 11/04/2022 (TBC)
- Subject to UK Government health guidance

Overview Transactions The BoE 2019 Audit 2022 Audit Plan



## **Questions/Comments**

D22/21742 | RESTRICTED 20

From: <u>C</u>
To: <u>G</u>

Subject: FW: RBA Gold Holdings at BoE - Audit Planning [OFFG] [SEC=OFFICIAL]

Date: Friday. 25 February 2022 9:47:55 AM

Attachments: Bar list as at 15.02.2022.XLSX

FYI

From: R

Sent: Thursday, 17 February 2022 9:42 PM

To: W Cc:

Subject: RE: RBA Gold Holdings at BoE - Audit Planning [SEC=OFFICIAL] [OFFG]

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Ηi

This is a follow up email to provide more details of your scheduled inspection on the 11th April 2022. This is set out below.

On costs,

. This charge will be debited from your sterling account held with the Bank at the next quarterly gold billing date following completion of the inspection.

Please find attached your bar list above. This contains your 5582 bars held in our vaults, please select your random sample of 450 bars, from the attached list. Because of the work required to retrieve the bars, and as we need to balance this alongside our normal working operations, we need you to provide us with details of the sample bars no later than 11<sup>th</sup> March 22 – you may of course provide this sooner if you wish. You are able to weigh 50 to 60 bars and select 10 bars from your holdings and we will take you to the vaults to inspect these bars.

Could you also let me know if you have any dietary requirements.

As this is subject to any COVID restrictions. If you are unable to attend and we have collected your bars. We will leave these together until such time when you are able to come in.

We look forward to hearing from you.

Many thanks	
Bank of England	@bankofengland.co.uk
From: R	
Sent: Thursday, February 3, 2022 To: W Cc:	8:33 AM
Subject: RE: RBA Gold Holdings a	t BoE - Audit Planning [SEC=OFFICIAL] [OFFG]
Label: OFFICIAL-GREEN Hi	
Thank you for confirming these permitting).	e dates, these have now been booked in (Covid restrictions
I will contact you in about a we requirements for you to attend	eek's time, with your bar list, to pick your bars for you inspection and on site.
Best Regards	
Bank of England	@bankofengland.co.uk
From: W Sent: Thursday, February 3, 2022 To: R Cc:	8:02 AM

**Subject:** RE: RBA Gold Holdings at BoE - Audit Planning [OFFG] [SEC=OFFICIAL]

Many thanks for the discussion last week – it was helpful for our planning.

Yes, I can confirm those dates on our end (subject to any COVID restrictions on our side). Please let us know if there's anything else you need from us in the meantime – including requirements to come onsite, etc.

Kind Regards

From: R

Sent: Wednesday, 2 February 2022 10:13 PM

To: W Cc:

Subject: RE: RBA Gold Holdings at BoE - Audit Planning [SEC=OFFICIAL] [OFFG]

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Ηi

I hope you found our conference call to discuss the details of your Gold inspection visit helpful.

I have provisionally booked 4 days in from the 11<sup>th</sup> April.

Are you able to confirm your dates yet. This allows for us to plan for other customer's requirements.

Many thanks

Bank of England

@bankofengland.co.uk

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Level 7, 175 Liverpool Street Sydney NSW 2000

Tel:

Printed: 09-Mar-2022

#### **Attention**

#### **RESERVE BANK OF AUSTRALIA**

#### **RBA FA FINANCE**

65 Martin Place, Sydney NSW 2000

We are pleased to advise the following travel arrangements

Name of Passenger

W

#### **Booking Details**

Last Updated Date: 09 Mar 2022

Created Date: 07 Mar 2022

**QBT Booking Reference:** 

**Customer Number:** 

Product	Flight Details	Departure	Arrival	Status	Other Info
<b>*</b>	British Airways BA16 TKT: Airline Reference:	14:50 07/04/2022 Thu Terminal 1 Sydney: Kingsford Smith	05:10 08/04/2022 Fri Terminal 5 London: Heathrow	CLUB CLASS (C) - EXCEPT TRAVEL IN DOMESTIC UK Confirmed	Aircraft type: BOEING 787-9 PASSENGER JET Flight Duration: 21:50 Airline Meal: (M) Meal Meal Request:
					Number of stops: 1 Check-in terminal: Terminal 1 Baggage allowance: 2PC

#### Remarks

**SYD SIN - Dep:** 07/04/2022 14:50 Terminal 1 /Arr: 07/04/2022 21:05 Terminal 1 **SIN LHR - Dep:** 07/04/2022 22:35 Terminal 1 /Arr: 08/04/2022 05:10 Terminal 5

**SYD LHR - CO2**/PAX\* 799.85 KG ECO, 1,599.71 KG PRE





# Your Itinerary

Product	Hotel Details	Check-in	Check-out	Confirmation Details	Other Info
۰	Cove - Cannon Street The City	10/04/2022 Sun	14/04/2022 Thu	Confirmed	44-46 CANNON STREET EC4N 6JJ Phone: 44-7970006447
	London	LONDON, GB	LONDON, GB	Name:	Room Type: Standard Double Room Rate Type: DAILY
				W	Hotel cancellation policy:
Product	Hotel Details	Check-in	Check-out	Confirmation Details	Other Info
·—	Montcalm Royal London House	18/04/2022 Mon	19/04/2022 Tue	Confirmed	151-157 CITY ROAD EC1V 1JS Phone: 44-207-4792233
	London	LONDON, GB	LONDON, GB	Name:	Room Type: Non-Smoking Double Room - 2 Beds
				W	Rate Type: DAILY
					Hotel cancellation policy:
Product	Flight Details	Departure	Arrival	Status	Other Info
-	British Airways BA15	21:25 19/04/2022	05:10 21/04/2022	CLUB CLASS (except domestic UK)	Aircraft type: BOEING 787-9 PASSENGER JET
	TKT:	Tue	71/04/2022 Thu	Confirmed	Flight Duration: 21:05
	Airline Reference:	Terminal 5 London: Heathrow	Terminal 1 Sydney: Kingsford Smith		Airline Meal: (M) Meal Meal Request:
					Number of stops: 1
					Check-in terminal: Terminal 5  Baggage allowance: 2PC

#### Remarks

LHR SIN - Dep: 19/04/2022 21:25 Terminal 5 /Arr: 20/04/2022 17:45 Terminal 1 SIN SYD - Dep: 20/04/2022 19:25 Terminal 1 /Arr: 21/04/2022 05:10 Terminal 1

LHR SYD - CO2/PAX\* 799.67 KG ECO, 1,599.34 KG PRE





# Your Itinerary

Pricing Description Service fees are excluded	Curr	Price	Tax	GST	Total
Air Fare (SYD/LHR/SYD) for W Hotel: Cove - Cannon Street The City (10/04/2022 Check-In) for	AUD GBP				
Hotel: Montcalm Royal London House (18/04/2022 Check-In) for	GBP				

(Note: All prices are subject to change prior to final payment being received. Non-AIR products are reported in total price only and do not have tax and GST breakdown.)

#### **Customer References**

EMPLOYEE ID :

REASON : BOE AUDIT

TRAVELBKR :

#### **Fare Conditions**

Fare Information:

#### TICKETING AND ADVANCE PURCHASE

All tickets will be issued at latest 1 business day prior to: Thursday Mar 10, 2022 11:59 PM All tickets will be issued at latest 1 business day prior to: Thursday Mar 10, 2022 11:59 PM

#### CHANGE CONDITIONS

**REFUND CONDITIONS** 





Printed: 09-Mar-2022

Fare Information:

#### TICKETING AND ADVANCE PURCHASE

All tickets will be issued at latest 1 business day prior to: Thursday Mar 10, 2022 11:59 PM All tickets will be issued at latest 1 business day prior to: Thursday Mar 10, 2022 11:59 PM

**MAXIMUM STAY** 

Travel must commence before: Friday Apr 07, 2023 12:00 AM from LHR

**CHANGE CONDITIONS** 

**REFUND CONDITIONS** 

#### Additional Information (Please read your itinerary carefully)

#### **Air Travel**

Air travel is subject to the conditions and limitations of liability set out in the airline?s conditions of carriage, available on the applicable airline?s website or from its offices.

#### **Amendments**

Travellers are encouraged to process booking amendments via cytric (QBT?s Online Booking Tool) wherever possible.

To make a non-urgent booking amendment through a QBT consultant, email the relevant team below. Please include the booking reference number and specific details about the requested change to the booking.

@qbt.travel

@abt.travel

@qbt.travel

@abt.travel

To make an urgent booking amendment through a QBT consultant, call the 1300 phone number at the top right of this itinerary.

Please note, amendments facilitated by a QBT consultant may incur a QBT Service Fee. For a copy of the QBT Fee Schedule, please contact your entity?s Travel Team.





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#### **COVID-19 Travel ALERT**

#### NSW

As per the NSW Public Health Order, guests must be fully vaccinated to stay in most NSW accommodation between Monday 11th October and Wednesday 1st December 2021. All guests 16 years+ must provide proof of double vaccination status or a medical exemption at check-in.

**REST of AUSTRALIA** Hotels outside NSW may also require proof of double vaccination status or medical exemption. Hotel requirements are subject to change. Please ensure you check the accommodation provider website regularly prior to travel.

If you do not meet the requirements, the accommodation provider may refuse your stay.

#### **Baggage and Quarantine**

Please refer to respective airlines and destination airports for further information on baggage allowances and restrictions, security measures and quarantine items, or contact your travel consultant prior to travel.

#### **Booking Arrangements**

The person making the booking will be deemed to have accepted these Booking Conditions on behalf of everyone named in the booking.

#### **Booking Changes**

Please call your dedicated 1300 number for changes to your booking at any time and please advise this office if you do not use your ticket so that we may rebook or process a refund if applicable.

#### **Check In (International)**

For international flights departing from Australia, and domestic sectors of flights departing from international terminals make sure you have checked in by the checkin deadline specified in your airline documentation, or if no deadline is specified, then at least 120 minutes prior to scheduled departure for Economy Class or at least 90 minutes prior to scheduled departure for First or Business Class. Failure to do so may result in cancellation of your reservation.

#### **Contact Details**

Please provide local phone contact numbers for stopover cities.

#### Electronic Tickets

Photo Identification is required when travelling on an electronic ticket. Failure to ensure the full booking name matches the photo identification may result in cancellation fees and/or loss of reservation.

#### No Show / Cancellation Fees

See the fare conditions above for the relevant rules relating to your airfare.

No show and cancellation fees may apply to hotels and car rental bookings on your itinerary. Generally hotels and car rentals need to be cancelled at least 24 hours prior to checkin, so please notify the relevant service provider if you will not be able to use the booking in order to minimise any fees that may be payable.

#### **Passenger Security**

What items can I pack in my carry-on baggage?

Some countries have made changes to security measures at airports. If you are travelling in any of these countries, these measures will affect what you can carry on board an aircraft on international flights. To get the most up to date information, visit the Australian Government's travel security website: <a href="https://www.homeaffairs.gov.au/travelsecure-subsite/Pages/Items-you-cannot-take-on-plane.aspx">https://www.homeaffairs.gov.au/travelsecure-subsite/Pages/Items-you-cannot-take-on-plane.aspx</a>

#### **Passport**

A valid passport is required for international travel. Immigration authorities may refuse entry if you have less than 6 months validity on your passport. Ensure the name on this itinerary matches the passport name because if it does not, you may be refused travel. Please advise your travel consultant if you are not travelling on an Australian passport as you may require a reentry visa for Australia.

#### **QBT Privacy Notice**

QBT collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of airlines, conduct marketing activities and market research.

If the information is not provided, QBT may not be able to provide the service requested. QBT may disclose your personal information to its related companies, carriers, travel service providers, organisations which provide services to QBT, such as collecting commissions, your employer if you are travelling on a ticket provided through your employer's corporate travel arrangements. QBT and carriers may also disclose your personal information to various law enforcement agencies and governments around the world for security, customs and immigration purposes. See QBT's Privacy Statement at <a href="https://www.qbt.travel">www.qbt.travel</a> You can gain access to the information QBT holds about you by contacting your dedicated Account Manager. QBT is a wholly owned subsidiary of Helloworld Travel Limited. Our Privacy Policy explains how we handle and protect your personal information. It also explains how you may request to access and correct your personal information. You can find out more about how we manage your privacy by visiting our website





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https://www.gbt.travel

#### Reconfirmation

We suggest that onward reservations and flight times are reconfirmed 72 hours prior to departure as policies differ between airlines and failure to do so may result in the cancellation of your reservation.

#### **Seating and Meals**

Any seating and meal requests shown on your itinerary are subject to confirmation upon check in.

#### **Ticketing Policy**

Our QBT business standard is to issue airline tickets <u>1 business day prior</u> to the airline time limit advised on your itinerary and inside your online booking tool. This is to help ensure there are safeguards to protect for challenges such as when credit cards decline.

When there are instances of multiple tickets and multiple airline ticketing dates, QBT will issue all tickets in accordance with the earliest date shown. Please note there may be instances where QBT will need to issue your ticket earlier than the recommended date. For example, when airlines request that ticketing occur earlier than the recommended ticketing time limit.

#### Travelling to the US

ESTA Authorities for individual travel to the USA under the Visa Waiver Program.

US Customs have introduced new enhanced security requirements for travellers entering the USA under the visa waiver program. It is mandatory for all individuals who plan to travel to the USA under the Visa Waiver Program to receive an authorisation through the ESTA website before travel to the USA. Applications can be made at any time at the ESTA website. Applicants will be asked to answer basic biographical and eligibility questions typically requested on the current paper form completed on board the flight ( 194W form). The system will advise the applicant whether their travel to the USA is Authorised, Not Authorised or Authorisation pending.

Travellers must now apply for their ESTA at least 72 hours in advance of travel.

For all guests who have approved ESTA?s there will be no change to their check-in. Travellers arriving at the airport for travel to the United States without a previously approved ESTA will likely result in being denied boarding.

For more information visit the US Department of State website. https://esta.cbp.dhs.gov/

Other points of note:

An application fee applies when applying for an ESTA. Please refer to the US Department of State website.

Even if a traveller has an ESTA they will still be required to complete a paper form I94W and present it to US Customs on arrival into the USA.

Accompanied and unaccompanied children, regardless of age, will be required to obtain an independent ESTA approval.

VWP nationals who have valid visas, and other nationals that require visas, will not be required to apply for an ESTA.

An ESTA is valid for two years (unless the passport data limits validity) and will be considered acceptable for multiple use.

US Customs recommends that ESTA applications be submitted no less than 72 hours before travel.

#### **Travelling to Canada**

ELECTRONIC TRAVEL AUTHORIZATION for flights to Canada

The government of Canada has introduced a new entry requirement, known as an Electronic Travel Authorization (eTA), that applies to visa-exempt foreign nationals travelling to or transiting Canada by air. Visa-exempt foreign nationals must obtain an eTA before they can board a flight to Canada. To complete your application for an eTA, you will need a valid passport, a credit card and an email address. An eTA costs \$7 CAD and is valid for up to five years or until the passport expires (whichever comes first). For more information please go to <a href="https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html">https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html</a>.

#### Travelling to New Zealand

From 1 October 2019, Australian permanent residents need a New Zealand Electronic Travel Authority (NZeTA) to enter New Zealand. Australian citizens are exempt from this requirement. For more information go to <a href="https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/nzeta">https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/nzeta</a>

#### **Visas / Travel Warnings**

Please ensure you have any applicable Visas for the countries you are visiting or transiting. It is your responsibility to obtain correct Visas documentation. Visa information can be obtained from www.cibtvisas.com.au or by contacting your travel consultant for information. It is also recommended that you check <a href="https://www.smarttraveller.gov.au">www.smarttraveller.gov.au</a> for health and consular travel warnings for all destinations.

#### **COVID-19 Travel ALERT**

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If you do not meet the requirements, the accommodation provider may refuse your stay.

\*\*\*\*\*\* Itinerary End \*\*\*\*\*\*





W

**Airline Booking Reference:** 

**British Airways:** 

**Endorsements/Airline Conditions:** 

Ticket no.

Date of Issue: 8 March 2022

Issuing Agency: IATA

**Issued on behalf of:** British Airways

For: QBT

**Reservation Number:** 

DEPART	FLIGHT DETAILS	ARRIVE	
Sydney / SYD Terminal 1 Kingsford Smith Arpt, Australia Thu, 07 April 2022 14:50	British Airways BA16 CLUB CLASS (EXCEPT DOMESTIC UK)- BUSINESS (C) Via Singapore	London / LHR  Terminal 5  Heathrow, United Kingdom  Fri, 08 April 2022 05:10	Baggage Allowance: 2PC Duration: 23 hours, 20 minutes Boeing 787-9
	Confirmed (HK)		<b>3</b>
London / LHR Terminal 5 Heathrow, United Kingdom	British Airways BA15 CLUB CLASS (EXCEPT DOMESTIC UK)- BUSINESS (R)	Sydney / SYD  Terminal 1  Kingsford Smith Arpt, Australia	Baggage Allowance: 2PC Duration: 22 hours, 45 minutes
Tue, 19 April 2022 21:25	Via Singapore Confirmed (HK)	Thu, 21 April 2022 05:10	Boeing 787-9

THIS E-TICKET ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED.

ALL TIMES SHOWN ARE LOCAL TIMES AT THE DEPARTURE AND ARRIVAL POINT. CHANGES DO OCCUR FROM TIME TO TIME AND IT IS ADVISABLE TO CHECK ALL FLIGHT DETAILS IN ADVANCE OF TRAVELLING. BAGGAGE ALLOWANCE AND CHARGES FOR CHECKED IN AND/OR CARRIED ON BAGGAGE VARY BY AIRLINE. PLEASE REFER TO THE SPECIFIC AIRLINE WEBSITE FOR FULL DETAILS.

Itinerary as at 08 Mar 2022

PAYMENT		
Air Fare		AUD
Taxes	743.00 YQ 60.00 AU 66.24 WY 6.00 L7 12.00 SG 332.30 GB 100.70 UB	AUD
Service Fees		AUD
TOTAL		AUD

 $Carriage \ and \ other Services \ provided \ by \ the \ carrier \ are \ subject \ to \ conditions \ of \ carriage \ which \ are \ hereby incorporated \ by \ reference. \ These \ conditions \ may \ be \ obtained \ from \ the \ issuing \ carrier.$ 

**NOTICE:** If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage.

