



To: University Council
Via: university.council@eur.nl

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16th of June, 2025

Subject
Response to 38844 Diversity Travel

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Page
1/2

Enclosure
1

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Dear members of the University Council,

Thank you for your letter 38844 with your questions about Diversity Travel. We as an Executive Board understand the concerns and disquiet that has arisen in the organisation following the implementation of (DT) Diversity Travel. We can indicate the following:

1. The tender process took place on the basis of the Procurement Act 2012. Based on these rules, the mission travel (dienstreizen) contract contracted with Diversity Travel had to be tendered with a European procedure. This is not a free choice but results from a legal obligation. In addition to this, it may be mentioned that external legal advice was sought several times from a reputable law firm. The conclusion of these opinions was and is clear: this should be put out to tender with a European procedure and the value of the various 'parts' of the service should be added up. See appendix 1.
2. The Duty of Care is essential and a prerequisite from the perspective of good employment practices. In case of emergencies, we want it to be immediately clear who is where so that we can act upon this. This recently proved itself in the case of an employee who wanted to travel to a red area. Diversity Travel communicated this and acted upon this immediately. The Executive Board would like to emphasize that this service was previously not available within EUR. A traveller tracking system to support the implementation of Duty of Care was a requirement included in the tender.

3. The rates Diversity Travel charges and applies are commercially appropriate for the services they provide and are market-based.
4. Suspension of the agreement is neither opportune nor desirable because of legal claims that may arise.
5. All turnover (relating to foreign business trips) that exceeds the tender limit and is within the public domain falls under the scope of the tender conducted. In concrete terms, this means that projects that are externally financed (2nd and 3rd money stream) also fall under this scope and there are no exceptions possible.

In the light of transparency, an informal meeting between representatives of the University Council and the contact owners from the EUR organisation has been held on 27 May.

The above does not alter the fact that, despite the implemented improvements, there are still legitimate complaints. EUR staff has to put in an above-average effort to ensure improvements together with Diversity Travel. There is no indication that anything has gone wrong in the procurement process. However, I do believe that what should be delivered by Diversity travel is not being delivered, and I want to take action on this. Given this is not what we were to expect, our objections will be expressed in writing to Diversity Travel and this will be followed up by a meeting to discuss the current service level and the further course of action. Our Legal Affairs Department will prepare this meeting.

We want to thank the University Council for its formulated questions.

The Executive Board of Erasmus University Rotterdam,



dr. E.M.A. van Schoten RA
Vice-president