



Business Travel Recovery Toolkit

Are your employees
travel-ready?

Whether your employees are travelling to meet with customers, suppliers, or colleagues, sign new business or attend a conference, the one thing they have in common is a methodical approach to preparedness. While your travellers can navigate the meeting or board room with confidence, taking to the road or the skies during COVID-19 can create trepidation in even the most organised of travellers.

But as any seasoned business traveller will know, the antidote lies in preparation. During COVID-19, there are some important questions to answer before, during and after a trip.



Pre-Trip



Approval Process

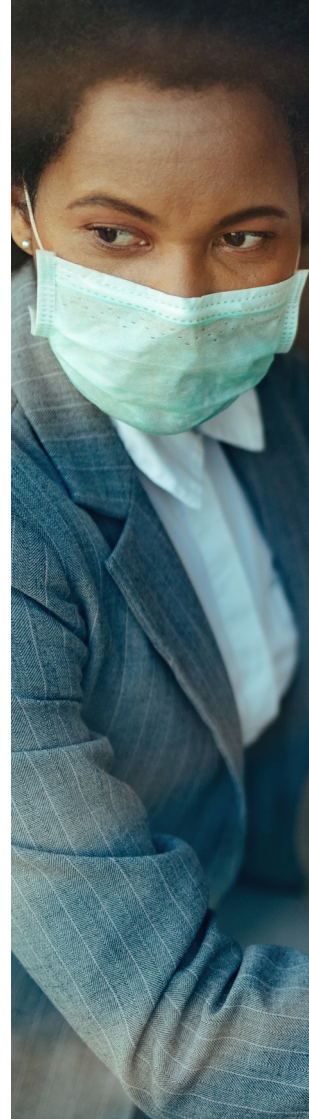
- What is everyone's responsibility in the travel process and programme?
- Have you determined the approval process?
- What constitutes 'essential' travel during this time? What type of travel is allowed: sales, training, networking? What is the maximum size of the meetings?
- Which employees are allowed to travel? How many employees are allowed to travel at the same time?
- Once international travel opens: which destinations are approved for travel?

Booking Checklist

- Have you encouraged employees to update their travel profile with their latest emergency contacts?
- Is there clarity around which suppliers have the necessary safety protocols in place and can be booked?
- Is there a mandated airline or alliance that travellers must use where possible?
- Which class of travel are employees permitted to select?
- How can travellers use refunds and outstanding vouchers when booking their travels?
- Have you communicated your policy on bleisure for corporate travellers during this time?
- Will any modes of transportation, like rideshare or public transport, be limited?
- Are employees allowed to book their own transfers?

Health & Safety

- Have you implemented strict hygiene and safety criteria for your approved suppliers?
- Did you provide travellers with PPE requirements for their travels?
- Do your travellers know the hotel, car rental, airline and airport safety protocols?
- What do travellers need to do during an emergency? Do they know how to contact their emergency assistance line and what they should do if they incur problems on the road, such as illness or disruption of travel?
- Do travellers need to check in with the company during their travels?
- Have you mandated the use of travel tools that can ensure traveller safety?





Traveller Sentiment

- Is your travel policy updated to include flexible travel options?
- Have you reached out to the traveller to gauge whether he or she feels confident to travel?
- Do your travellers have up-to-date information on their destination, including border regulations and airline and hotel updates?
- Have you informed travellers where to get updates on their itinerary, like closures at the airport or limited in-flight services?
- Do your travellers have access to technology that will keep them informed during their trip?

Essential Forms, Documentation & Protocols

- For which destinations or events do your travellers need a COVID-test?
- Are you up to date with the quarantine regulations for the various destinations?
- Are there any waivers or travel forms required for the various destinations?
- Have you provided travellers with an essential packing list?
- What are the visitor protocols at the traveller's destination?



Risk Management

- Did you test your crisis response?
- Have you communicated your risk management response with your staff?
- Is your travel insurance updated?
- What are your on-trip support resources in case disruptions or border closures occur?

Budget Considerations

- What are the new per diem allocations for travellers?
- Have you made provisions in your budget for flexible travel choices?
- What is the maximum allowance for hotel stays?

Post-Trip



Safety Protocols

- What are the quarantine requirements post-trip?
- When can corporate travellers return to the office?
- What is the procedure for travellers who exhibit symptoms after their return?
- Based on their last trip, did returning travellers believe it was safe to travel and that the travel industry (air travel, car or accommodation) was aligned with COVID19 health regulations?

Budget

- Have you identified potential wastage in your travel programme?
- Do you feel any of the precautions taken were unnecessary?
- Have you surveyed travellers to gauge whether travel was necessary or whether the meeting could have been done virtually?

Traveller Sentiment

- Have you compiled a survey to gather travellers' feedback upon their return? What worked? What didn't work?
- What is the minimum time period your company imposes between two trips?
- How comfortable is the traveller is to travel again, based on their last travel experience?
- What advice would returning travellers give any future travellers, based on their experience and learnings?



Booking travel during COVID-19 doesn't need to be stressful. The support of a trusted TMC will help your travel managers and bookers navigate the complexities of new travel regulations and protocols, allowing your travellers to focus on the more productive matters of business.

Backed by the strength and support of our global networks, our consultants will help you adapt your business travel programme to minimise risk while keeping your traveller and organisational needs at the core. Contact us today and bring an expert on board to help get your business travellers back on the road with confidence.

