

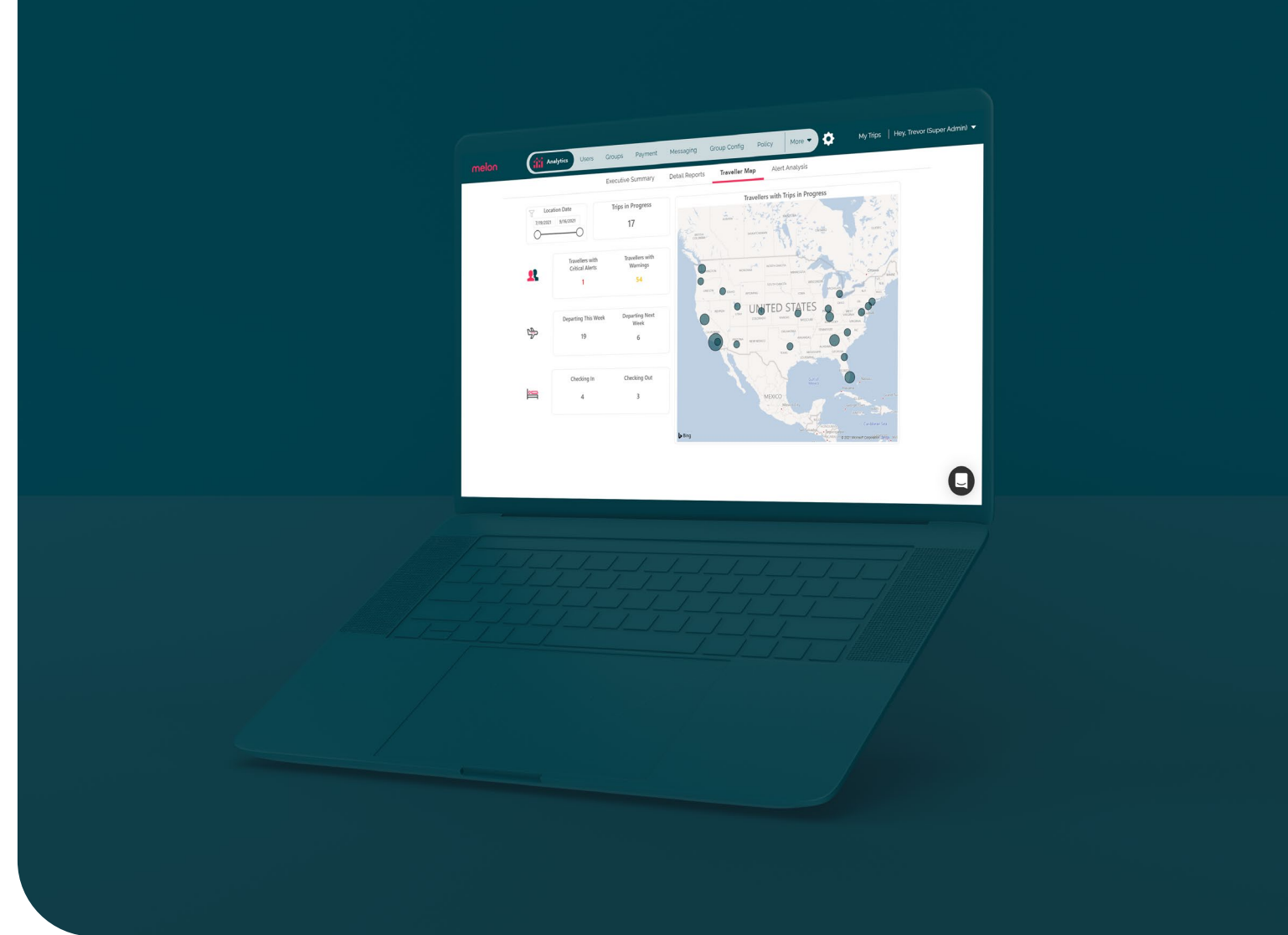
The nuts & bolts of traveler safety

When it comes to travel risk management, we've got your back



✈		DEPARTURES		✈	
11:40	BERLIN	BO	082B	CANCELLED	
12:00	KIEV	K8	005K	CANCELLED	
12:05	HONG KONG	H5	087H	CANCELLED	
13:00	DAKAR	D3	009D	CANCELLED	
13:30	NAIROBI	N8	072N	CANCELLED	
14:00	NEW YORK	N1	006N	CANCELLED	

Let's Talk Duty of Care



The greatest responsibility of a company – and their TMC – is to bring their business travelers home safely. This is called duty of care. And with COVID-19 still looming large, health and safety has never been more important.

Think unexpected border closures, travel restrictions, health protocols and more. Today, more than ever, companies need to make sure that their team is ready, comfortable, and confident to travel once more.

Can you believe that up to 50% of business travelers are still traveling uninsured or under-insured? Or that some companies have not updated their travel policy to meet the requirements and realities of post-pandemic travel?

These are just two elements of duty of care. Let's take a closer look at the fundamentals of a risk management strategy – and the 6 steps to take to keep your travelers safe.

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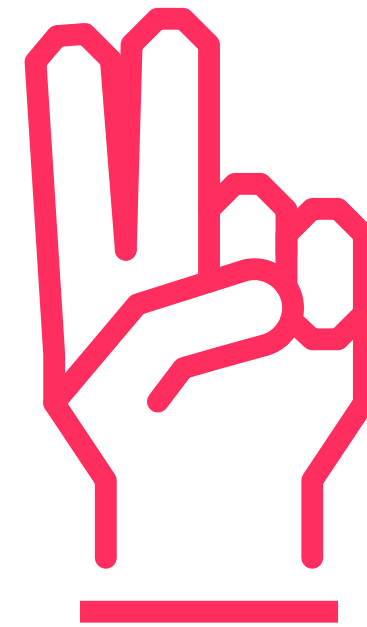


Adapt, adjust and get ready to fly

First things first. You must update your travel policy. Having a clear, well-defined travel policy will ensure that everyone knows what type of travel is allowed, what tickets to book (top tip: flexibility over cost), and what to do in the case of an emergency.

Consider including a guide to key countries where your business is. Over and above a country's COVID regulations, offer clear advice and guidelines on the cultural customs travelers need to be aware of. Add in links to government traveler websites – some countries will have local customs and traditional dress codes, which every traveler needs to be aware of.

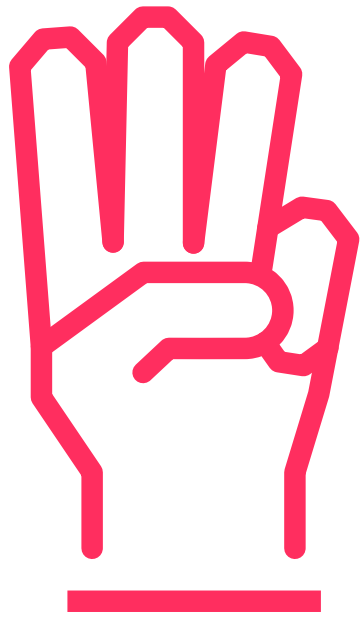
Above all, be flexible. If coronavirus has taught us anything, it's that things can change in an instant. You may need to consider a more flexible, interim travel policy as you restart your travel program. If you would like to discuss how we can work closely with your business to manage disruptions and challenges, please get in touch.



Don't skimp on travel insurance

Two words: comprehensive cover. When you start thinking about the entire spectrum of what could possibly go wrong (from lost luggage to natural disasters), it makes sense to be protected.

Travel insurers play an integral role when it comes to providing financial and logistical on-the-ground support in a crisis. And, as we've all recently discovered, epidemics and pandemics can impact insurance policies too. Make sure you have read through the small print, and if in doubt, ask. Your insurance provider is on hand to help.



Turn to tech

Having access to highly personalized solutions, reliable tech and 24-hour assistance has never been more important. Luckily, travelers nowadays have access to mobile travel tools and apps that are far more responsive and informative than ever before.

Corporate Traveler's app Melon Mobile is a great example. It uses a blend of artificial intelligence and integrated travel consultant support to keep travelers updated at all times. From weather updates at their destination to departure gates, flight time changes and where to collect baggage. Even better? They'll have instant access to a travel expert (aka human on the other end of the line) when needed.



Trust the experts

When it comes to risk, it's always a good idea to enlist professional help. This way you'll make sure travelers have access to high-quality safety and security services, including proactive security alerts and emergency click to call through mobile apps.

These services provide intelligence-based information and alerts on events worldwide 24/7/365. And if something does go wrong, you'll have access to invaluable support. Corporate Traveler operates a 24/7 emergency assist service, and has strong partnerships with airlines, hotels, and ground transport providers.

Our customers also have access to the World Travel protection app and receive real time travel alerts, enabling you to stay on top of uncertain situations and help keep your people safe.

Corporate Traveler's online platform, Melon, also has a COVID-19 safety dashboard which can be customized to your needs – just another tool in Corporate Traveler's new-and-improved risk management solution.



Simplify, consolidate and listen

There is a lot going on right now. And so, it might be time to streamline your processes and consolidate all your bookings through one channel.

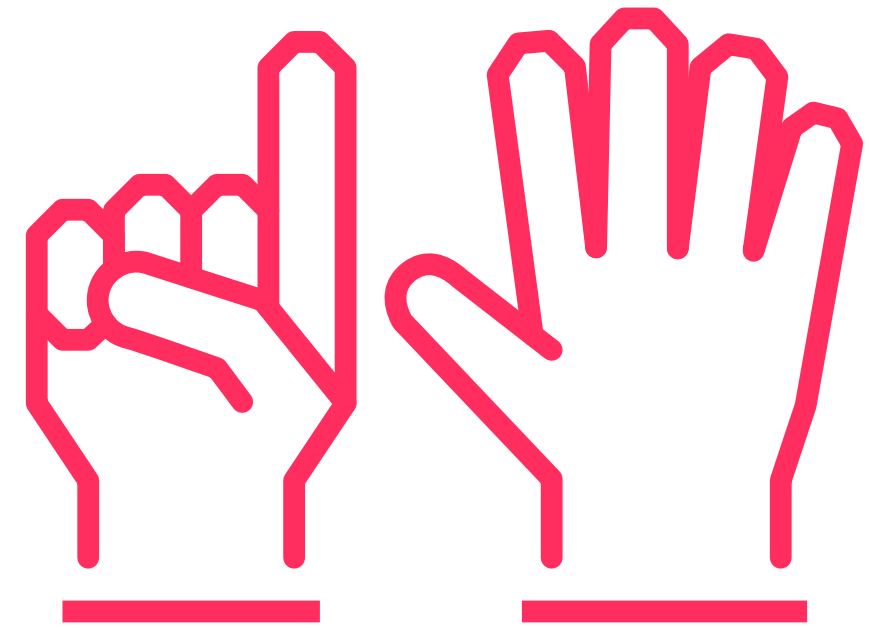
This way your business will have complete visibility over your travel program at any given time. In other words, you'll know exactly where your travelers are if you need to get in touch – or bring them home.

It's important to use reputable suppliers (and follow their advice) when it comes to hotels, airlines, and car hire companies.

If you're using new, local suppliers, make sure they have been vetted or are recommended by your travel consultant. For example, when booking accommodation, ask the following questions:

- Are there safe, reliable sources of transport between venues?
- Is there a 24-hour reception and a door person?
- Does the gym have cameras and is it monitored live?

The devil, as they say, is the details. So, make sure you have asked all the relevant questions, done your homework and left nothing to chance.



Put travelers at the heart of your travel policy

Some of your travelers may be ready (and raring) to go, while others might still be feeling anxious. Both about the virus and the possibility of being stranded far from home.

Chat to your travelers and find out what's important to them. Address their individual needs and concerns.

Some companies are seeing great benefits by giving their travelers a better hotel experience, or by giving them a day in lieu either at the beginning or end of their work trip so that they can experience the destination and be better rested.

Ask the Corporate Traveler team about our special rates and exclusive perks, like free room upgrades (yes please!), complimentary breakfast, inclusive Wi-Fi or even early check-in or late check-in. It's just one more way we keep travelers happy, healthy – and safe – while out on the road



For more information visit

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