

5 steps to prepare your travel program for crises



Ensuring the safety and well-being of employees while they're on the road is a vital responsibility known as duty of care. Crises can't always be predicted, but these five steps will give you a framework to prepare your travel program to respond effectively.

1. Visibility

Make sure you have up-to-date records on who is traveling, where, when, and why.

Set up real-time reporting to maintain visibility and enable quick response during a crisis.

Use a central dashboard to provide decision-makers with a clear view of at-risk employees during a crisis.

2. Security alerts

Implement systems for automatic alerts of known risks in high-risk or conflict areas.

Set up alerts for both ongoing and emerging risks, including political instability, natural disasters, and health emergencies.

Prepare a process to notify affected travelers immediately when an alert is issued.

Provide travelers with real-time, accessible updates regarding the status of their destination and recommended precautions.

Monitor social media and global news for unreported risks to stay ahead of potential disruptions.

3. Crisis-specific processes

Develop templates for various crisis types (e.g., weather, political, medical).

Create specific response frameworks tailored to each crisis scenario, so your team can adapt quickly and confidently.

Establish a predefined communication and decision-making process that ensures consistency across all crisis types.

Ensure your crisis protocols include detailed steps for evacuation, accommodation, and rebooking logistics.

Regularly test crisis protocols through simulated drills to ensure staff are well-prepared.

4. Communication

Identify and inform all crisis management stakeholders about their roles in advance.

Prepare crisis communication templates for internal and external messaging to ensure a consistent, transparent, and empathetic response.

Ensure travelers know how to access crisis support resources, including contact numbers.

Provide travelers with easy access to a mobile app or platform where they can check-in and receive real-time updates during crises.

5. Continuous improvement

Regularly review and refine crisis management plans to stay effective and responsive.

Conduct annual risk assessments and adjust your strategy based on the evolving geopolitical landscape, travel restrictions, and global health threats.

Learn from past crisis experiences and incorporate best practices from similar businesses.

Leverage data and analytics from your crisis events to improve response times, communication processes, and recovery efforts.

Expertise and technology working together: Our Duty of Care solutions

At Corporate Traveler, we combine the expertise of our travel specialists with the power of our platform, Melon, to ensure your travelers' safety and readiness for any crisis.

Real-time risk alerts

Melon's technology keeps you informed of potential threats and disruptions, providing timely alerts for high-risk destinations. Our team of travel experts is also available to help interpret these alerts and guide your travelers with recommended actions.

Traveler visibility reports

Melon offers comprehensive travel and safety reports, enabling you to quickly locate and support travelers in times of crisis. Alongside Melon's reporting tools, our travel experts are on hand to provide insights and assist with tailored support based on specific traveler needs and situations.

Tailored crisis support and expertise

Our dedicated Customer Success team partners with your organization to create a duty of care program customized to your travel policies and safety priorities. This includes strategic advice, crisis response planning, and proactive solutions that work seamlessly with Melon's technology to keep your travelers informed, prepared, and safe.

[Book a meeting](#)



Connect with our experts to discuss your crisis management needs and learn how we can help.