

MANAGING TRAVEL RISK: KEEPING TRAVELERS SAFE USING GROUND TRANSPORTATION

APRIL 2021

When it comes to their personal safety, the pandemic is likely to be at the forefront of most people's thinking as they return to regular business travel. But they also need to be mindful of the other risks they faced before the pandemic. As it may have been some time since most people last traveled regularly, now is the time to provide a reminder of some of the things they can do to keep themselves safe.

When using public transportation, safe travelers

- Check that it is **safe and reliable**.
- Ensure services are **operating** from the airport at **time of arrival**, and that it's safe to use them at this time.
- Avoid using it during **peak** travel hours when services may be **overcrowded** or full.
- Wear face **masks**, follow **social distancing**, and wear gloves or avoid touching handrails, poles, etc.
- Use **contactless** payment or have the right amount ready when paying by cash.



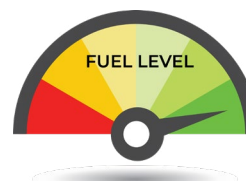
When using a taxi or ride-hailing, safe travelers

- **Pre-arrange** chauffeured services with a trusted company with clear security and cleanliness standards.
- Only enter a vehicle after **confirming** it is the **pre-arranged** vehicle, by verifying the license plate, driver name, etc.
- **Never share** a ride with a stranger.
- Put their **luggage** in the taxi trunk **themselves** to make sure it doesn't get stolen.
- Avoid putting their **valuables** on the seat, placing them instead **on the floor** near their feet.
- Keep windows up and doors **locked** to avoid theft and always use **seatbelts**.



When using a rental car, safe travelers

- **Inspect** the vehicle for its **safety** features, correct tire inflation, tread and spare wheel, adequate fuel level, and tools.
- **Confirm** the **fuel** type and how to refuel the car.
- Check the vehicle conforms to the latest **health & safety and cleanliness** standards, particularly those relating to COVID-19.
- Ensure the car rental agency provides an **emergency contact** number.
- Consider **local weather** conditions, which may warrant extra safety features, such as wheel chains or snow tires.
- Have a **valet park** the car to reduce the risks of the walk from the parking area to the hotel entrance (once valet parking services resume).
- **Rent cars** online and pick up from select locations without having to enter rental offices.
- Familiarize themselves with **local traffic laws** before getting behind the wheel.
- Always wear a **seat belt**, and **never drink** and drive.



When taking the train, safe travelers

- Check in online and use **electronic tickets**.
- Use **self-service** kiosks to minimize staff contact at the station.
- Pack hand **sanitizer** and **disinfectant** wipes to clean frequently-touched surfaces.
- **Minimize movement** around the train.
- Consider bringing their **own food and beverages** for long trips.
- Store their **luggage within sight**, if possible.
- Select a **window seat** if possible, to minimize contact with passing passengers.

Do you have any questions or comments regarding this content? Please email the authors to share your thoughts.



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