

WHAT YOU CAN DO

BACK TO TRAVEL

DUTY OF CARE

- Define your risk tolerance
- Deploy a pre/during/post-trip communication solution for travelers
- Bookmark the COVID-19 Information Hub on your device(s)
- Update/develop traveler safety guidelines
- Provide regular training and review on company safety protocols
- Implement trip authorization process
- Partner with a best-in-class risk management company
- Leverage traveler tracking and response technology
- Download the BCD Alert mobile app for travel managers to manage risk anytime, anywhere



TRAVELER COMMUNICATION

- Customize apps with safety features, updated policy content, refreshed messaging
- Survey travelers to find out what they need to feel confident
- Develop FAQs to answer common travel questions
- Map your traveler journey, identifying every potential touchpoint and opportunity to communicate
- Build editable communication templates for easy distribution across channels
- Update your policy to reflect traveler sentiment
- Provide link to COVID-19 Information Hub for real-time access to critical business travel information
- Plan a social post schedule and manage interactions on social communities
- Use mobile messaging to reach travelers on the road
- Make the travel site prominent on the global corporate intranet site
- Promote adoption of the online booking tool and supporting apps
- Evaluate non-employee (recruits, consultants) travel processes
- Communicate meeting and group air guidelines

SPEND MANAGEMENT

- Request air refunds
- Prepare for supplier negotiations and timeline (upon travel return)
- Measure your current environmental footprint with suppliers
- Assess level of financial risk with suppliers
- Understand what your supply is doing to address health and safety
- Refresh travel intranet content and navigation
- Communicate supplier changes – including health and safety criteria – to travelers
- Establish baselines, goals and reporting to monitor performance
- Optimize available air and hotel price assurance solutions
- Reduce controllable agency contacts (cancellations, inquiries, other self-service areas)
- Explore gamification solutions
- Evaluate meeting and group air processes
- Explore the major train suppliers country by country as schedules, protocols and other details vary



SUSTAINABILITY

- Understand your emission spend with accurate reporting
- Reduce non-essential travel
- Shift to more eco-friendly travel alternatives
- Use sustainable suppliers
- Offset CO2 emissions the right way
- Encourage travelers to adopt sustainable practices

TRAVEL POLICY

- Determine definition of business essential trips
- Address reduction in travel (single-day trips, internal travel, last-minute trips)
- Educate when to work from home and virtual tool promotion
- Limit high-risk destination travel
- Provide destination-specific information about frequently traveled destinations that may have more health/safety advisories/restrictions
- Introduce traveler track & trace system
- Update pre-trip approval process
- Provide health kits (e.g., gloves, mouth mask, hand sanitizer)
- Make available risk ratings in destinations
- Inform about operation of flights and hotels, availability, direct flights vs. connections
- Provide country-specific visa restrictions
- Assess repatriation possibilities and potential quarantines
- Advise travelers to carry medical insurance card at all times
- Inform travelers on what to do if they get sick on the road
- Advise travelers how to handle: transfer to/from the airport, dining locations, lounge access

