

### 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 critera - to travelers Establish baselines, goals and reporting to

monitor performance Optimize aavailable 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





# reporting

Reduce non-essential travel Shift to more eco-friendly travel alternatives

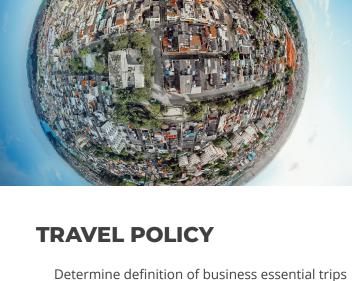
Understand your emission spend with accurate

Use sustainable suppliers

**SUSTAINABILITY** 

Offset CO2 emissions the right way Encourage travelers to adopt sustainable

practices



### 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

the road Advise travelers how to handle: transfer to/from

Inform travelers on what to do if they get sick on



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the airport, dining locations, lounge access