

5 Keys to your Pandemic Travel Restart

Has your organization assessed the relevance of each category and provided updated policies or alternate solutions?

Duty of Care *The responsibility or legal obligation of a person or organization to avoid acts or omissions that could likely cause harm to others.*

- Have appropriate steps and procedures been employed (and circulated) to increase the safety of traveling employees both domestic and International?
- Have corporate travel policies been updated and circulated (Travel requirements, etiquette, safety & more)?
- Are trip approvals required prior to booking? If "Yes," is an efficient process in place to request, process and track approvals? Have new procedures been communicated to employees (in the event of an exposure or travel delay).
- May an employee decline travel if they feel the travel is unsafe?
- Is a Travel Support Kit relevant for traveling employees?
- Are resources readily available to assess travel safety?
- What mechanisms are in place for employees to deal with unique jurisdictional regulations? ([CDC Travel Center](#) for current status).
- Are traveler tracking and/or communication protocols in place for domestic and/or international travel?
- Are vaccinations required? What process\certification\passport is recommended and how may an employee access?
- Have expense exceptions been addressed to deal with unforeseen circumstances?

Service Check *What service levels are available from your Travel Management Company / Online Booking Tool?*

- Many travel organizations have downsized significantly during the pandemic. Have the service levels of your TMC/OBT been verified "ready and capable" to support your organizations return to travel?
- Have any service limits/exceptions been communicated to the organization pre-travel restart?

Contract Status *Have existing contracts been refreshed to reflect current circumstances?*

- Favorable Air, Hotel & Car rates are typically generated based on volume of buy. Given the weak travel conditions, have contracts been renegotiated, prioritized based on financial value or other?
- Given lower volume of travel, many providers are prepared to negotiate aggressively to secure your business traffic. Now may be the time to re-evaluate your current suppliers – are they meeting all your needs currently and in the future?
- Have required adjustments been made to contracts regarding pandemic related cancellations/refunds?

Preferred Vendor Impact *How have your preferred travel vendors (air, hotel, car, taxi) been impacted and what service levels are available?*

- Many hotel amenities (incl. restaurants) are not in operation, or offer reduced service levels. How will you advise employees?
- Air Travel, Car Rental and Taxi services have all been impacted. Rates can and will be atypical based on local supply and demand. Have employees been educated and prepared to adjust with expense support?

Traveler Comfort *Travel is clumsy at the best of times. Let's make best efforts to improve the employee travel experience.*

- What means are in play to increase your traveler's situational awareness (SA) regarding local car/hotel/food/taxi/restroom services and more?
- Have expense policies been adjusted to reflect "eating in or grocery alternatives?"
- Does the employee have a communication hotline for Travel/Pandemic related questions?
- Is additional information required to process an expense report?

Many details, profound ramifications. We've been working these issues and more with clients over the past year and we are ready to help with custom solutions to get your employees back on the road safely.

Please contact us for a complimentary 30 minute discussion that will identify solutions of interest to you and your team as you move forward with your corporate travel restart.

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