



Business Travel Recovery Toolkit

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Whether your employees are travelling to meet with customers, suppliers, or colleagues, sign new business or attend a conference, the one thing they have in common is a methodical approach to preparedness. While your travellers can navigate the meeting or board room with confidence, taking to the road or the skies during COVID-19 can create trepidation in even the most organised of travellers.

But as any seasoned business traveller will know, the antidote lies in preparation. During COVID-19, there are some important questions to answer before, during and after a trip.





Pre-Trip

Approval Process

- Have you determined the approval process?
- What constitutes 'essential' travel during this time? What type of travel is allowed: sales, training, networking?
- Which employees are allowed to travel?
- How many employees are allowed to travel at the same time?
- Once international travel opens: which destinations are approved for travel?

Booking Checklist

- Have you encouraged employees to update their travel profile with their latest emergency contacts?
- Which class of travel are employees permitted to book?
- How can travellers use refunds and outstanding vouchers when booking their travels?
- Have you communicated your policy on bleisure for corporate travellers during this time?
- Will any modes of transportation, like rideshare or public transport, be limited?

Health & Safety

- Have you implemented strict hygiene and safety criteria for your approved suppliers?
- Do your travellers know the hotel, car rental, airline and airport safety protocols?
- What do travellers need to do during an emergency? Do you have a clear protocol in place?
- Do travellers need to check in with the company during their travels?
- Have you mandated the use of travel tools that can ensure traveller safety?





Traveller Sentiment

- Is your travel policy updated to include flexible travel options?
- Have you reached out to the traveller to gauge whether he or she feels confident to travel?
- Do your travellers have up-to-date information on their destination, including border regulations and airline and hotel updates?
- Do your travellers have access to technology that will keep them informed during their trip?

Essential Forms, Documentation & Protocols

- For which destinations or events do your travellers need a COVID-test?
- Are you up to date with the quarantine regulations for the various destinations?
- Are there any waivers or travel forms required for the various destinations?
- Have you provided travellers with an essential packing list?



Budget Considerations

- What are the new per diem allocations for travellers?
- Have you made provisions in your budget for flexible travel choices?
- What is the maximum allowance for hotel stays?

Risk Management

- Did you test your crisis response?
- Have you communicated your risk management response with your staff?
- Is your travel insurance updated?



Post-Trip

Safety Protocols

- What are the quarantine requirements post-trip?
- What is the procedure for travellers who exhibit symptoms after their return?
- Based on their last trip, did returning travellers believe it was safe to travel?

Budget

- Have you identified potential wastage in your travel programme?
- Do travellers feel any of the precautions taken were unnecessary?
- Was travel necessary or could the meeting have been done virtually?

Traveller Sentiment

- Have you compiled a survey to gather travellers' feedback upon their return?
- What is the minimum time period your company imposes between two trips?
- How comfortable is the traveller to travel again, based on their last travel experience?
- What advice would returning travellers give any future travellers, based on their experience and learnings?





Booking travel during COVID-19 doesn't need to be stressful. The support of a trusted TMC will help your travel managers and bookers navigate the complexities of new travel regulations and protocols, allowing your travellers to focus on the more productive matters of business.

Backed by the strength and support of our global networks, our consultants will help you adapt your business travel programme to minimise risk while keeping your traveller and organisational needs at the core. Contact us today and bring an expert on board to help get your business travellers back on the road with confidence.

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