

Back to Business
TRAVEL WORKBOOK



Ready to return back to business but with an even stronger focus than before? Post-crisis, it's no longer a business as usual mindset. Instead, you must prepare your corporate travel program to anticipate and adapt to the "new normal".

Whether facing a shifting economy, an unstable political climate, a natural disaster, or a pandemic like COVID-19, this workbook has been specifically designed to help steer your travel program back on track as you navigate through the recovery stage of a crisis. This workbook will guide you through some of the most important and rapidly changing areas, including program responsiveness, supplier relations, safety & health management, and traveller experience. By taking an in-depth look at these fundamental categories, you'll be able to pinpoint where to direct your energy and how to jumpstart your plans for resuming travel.

Pulse Check Your Program

No matter the size of your company or your travel spend, the landscape for your travel program will likely look different. Ask yourself a few of these key questions to start the process of reframing your business travel goals:

- What are you considering in your return-to-work requirements?
- Can you project your new travel spend?
- Will you be considering a pre-trip approval process as a result of crisis learnings?
- How are you helping frequent travellers regain confidence in travel?
- How actively engaged are you with your TMC to reshape policy and goals?

Keep these questions in mind as you complete the following checklist section of this workbook.





Program Responsiveness

My organization's travel program is responsive in the following ways:

EMERGENCY PREPAREDNESS

- ☐ Established chain of crisis communication ensures a consistent flow of information to the proper people at the right time.
- ☐ Incident management team or crisis council includes travel representation in addition to HR, legal, communications, and senior leadership.
- ☐ Policy in place for repatriating employees in high-risk travel areas.

ORGANIZATIONAL EFFECTIVENESS

- ☐ Travel information and recommendations are segmented and broken down to provide the most relevant updates to senior leadership and on-the-ground travellers.
- ☐ Policy and parameters are regularly adjusted to reflect political, climate, and industry changes.
- ☐ All stakeholders have the opportunity to provide feedback and can access the correct information for addressing future emergencies.
- ☐ Process in place for evaluating the effectiveness of a response after the crisis.

TRAVELLER COMMUNICATION

- ☐ 24/7 ability to directly communicate with travellers and fulfill Duty of Care responsibilities.
- ☐ Expectations regarding recent travel changes (e.g. safety and sanitation protocol, new risks in top markets) are clearly set and conveyed to travellers.
- ☐ Established timeline distributed to travellers tracing how soon travel can safely resume to top markets.
- ☐ Continued education to show travellers how non-compliant bookings impact safety management and crisis communication abilities.
- ☐ Address changes to C-Suite travel expectations and needs post-crisis.

Supplier Relations

My organization's travel program manages our supplier relations in the following ways:

LODGING

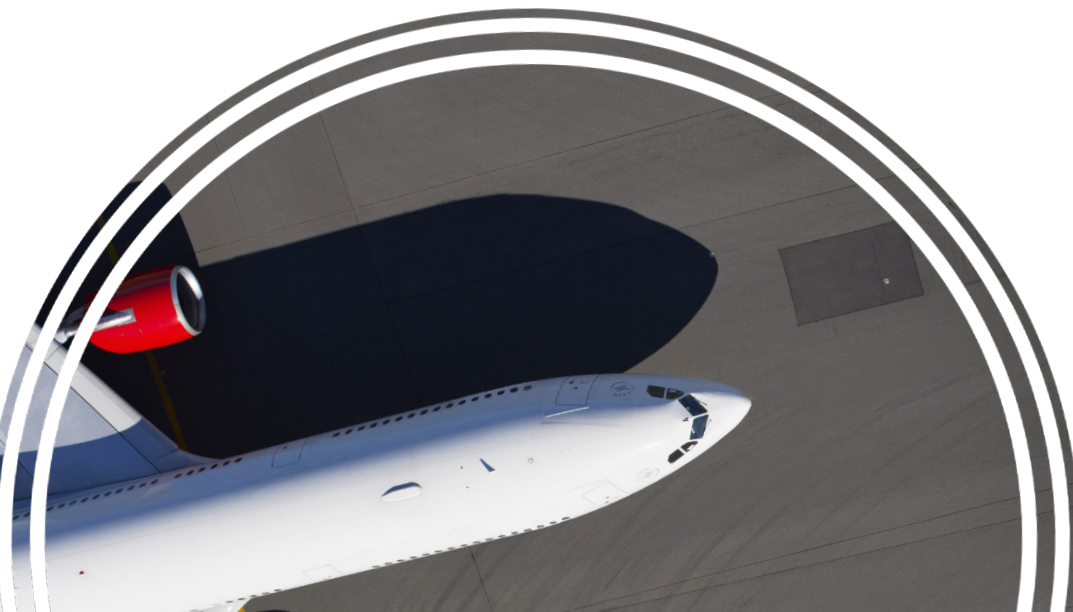
- ☐ Identifies and leverages repeatable spend, and negotiates best rates and terms at select properties.
- ☐ Maximizes OBT to highlight hotels under agreement.
- ☐ Implements rate assurance product to ensure best rates paid during volatile pricing market.
- ☐ Selects partners based on the areas of greatest overlapping coverage (e.g. property type, market location, current functionality).
- ☐ Selects partners based upon new standards for sanitation and touchless processes.
- ☐ Modifies future contracts for inclusion of clauses relevant to the crisis.
- ☐ Creates strategy for alternate hotel options if preferred partners are no longer open to travellers in key markets.
- ☐ Checks for disruptions to amenities and food and beverage services.
- ☐ Establishes policy on usage or non-usage of shared economy properties.
- ☐ Verifies the right contact in case of furloughs or other crisis personnel changes (repeat with all key suppliers).
- ☐ Establishes policy on usage or non-usage of pre-paid bookings during a crisis.

AIRLINE

- ☐ Identifies and leverages repeatable spend and works with select carriers for best rates and terms.
- ☐ Considers policy on usage of private jet for critical travel where commercial routes may not be available.
- ☐ Monitors schedule changes and route cancellations, including changes to capacity and added connections.
- ☐ Communicates regularly with airline partners to understand how changes made during the crisis will continue in the recovery stage and beyond.
- ☐ Checks for name change options on all applicable tickets.
- ☐ Aggregates and reconciles unused tickets, fee waivers, and credit vouchers via streamlined system with regularly scheduled communications for reminders.
- ☐ Considers bundling credits to a corporate-named UATP to retain unused credits with the company instead of with the individual traveller.

GROUND TRANSPORTATION & MOBILITY

- ☐ Identifies and leverages repeatable spend and works with select rental car companies for best rates and terms.
- ☐ Considers policy on usage of chauffeured service providers as a ground transportation alternative due to safety & health concerns.
- ☐ Implements rate assurance product to ensure best rates paid during volatile pricing market.
- ☐ Evaluates the viability of an all-ground approach if flying cannot be safely achieved.
- ☐ Defines safety and sanitation requirements for all cars and drivers.
- ☐ Assesses and limits the risks of allowing travellers to utilize ride share partners.
- ☐ Recommends solutions for affordable and secure parking options.



Safety & Health Management

My organization's safety & health management strategy prioritizes:

BUILDING STRONG PROCESSES & POLICIES

- ☐ Risk levels are clearly defined and systematically categorized.
- ☐ Escalating events are properly monitored, with key actions in place for each threat level.
- ☐ Contingency plans built-in for unexpected employee safety concerns, such as medical emergencies and evacuations.
- ☐ Established chain of communication for crises and emergencies.
- ☐ Process for customized, pre-trip approval is established if needed for high risk destinations.
- ☐ Employees understand Duty of Care responsibilities.

USING TOOLS & TECHNOLOGY

- ☐ Global view and 24/7 ability to quickly identify and locate employees.
- ☐ Company-wide communication and direct messaging to groups or individual travellers.
- ☐ Consolidated tools to limit program leakage and ensure data accuracy.
- ☐ Automatic trigger alerts specific to industry, company, and country.
- ☐ Destination and culture briefings, with consideration for high risk travellers.
- ☐ Itinerary drill down and filters for region, country, city, carrier, and date.
- ☐ Mobile access and employee check-in ability.

EMPLOYEE WELLNESS

- ☐ Offers the same level of health and safety care for all employees.
- ☐ Mental health resources and information are available to employees.
- ☐ Employees understand the right sources to turn to in case of a crisis.
- ☐ Additional Duty of Care precautions undertaken for high risk travellers, including those with medical conditions.
- ☐ Considers reimbursing travellers for things that make travel safer (e.g. TSA Precheck, hand sanitizer, masks).
- ☐ Invests in new company-wide insurance coverage for travelling employees including supplemental coverage for Pandemic post-crisis.
- ☐ Consider flexible policy to accommodate those returning from lengthy travel (e.g. international travel could qualify for a 4-hour PTO bonus for recovery time).





Traveller Experience

My organization's travellers understand the tools available at these stages:

PRE-TRIP

- ☐ Know where to find latest information about the evolving crisis.
- ☐ Check for government travel advisories and border restrictions.
- ☐ Understand the approval process and booking options available to them when travelling to high-risk markets.
- ☐ Know how to update the profile that contains their personal information or emergency contacts.
- ☐ Receive destination information and relevant risk information before travelling.

ON-TRIP

- ☐ Understand if they need to submit to health screenings or added security checks when arriving/departing impacted areas.
- ☐ Know how to get assistance outside of regular business hours.
- ☐ Receive crisis alerts and changes to travel restrictions while on the road.
- ☐ Utilize wellness resources while travelling.
- ☐ Feel supported when an emergency or unexpected event happens.

POST-TRIP

- ☐ Understand quarantine requirements in the case of a health emergency.
- ☐ Know whether to return to the office or resume work remotely.
- ☐ Share their feedback via post-trip surveys.
- ☐ Aware of travel program updates until their next business trip.

Resuming Travel Evaluation

Now that you've completed the checklist portion of the workbook, it's time to assess how prepared your business is to resume your travel plans. Looking at your responses in each category from above, take note of areas with significant gaps and ask yourself the following:

What are you doing well and how can you build on that success moving forward?

Which of the four areas covered is your biggest opportunity for improvement?

What is mission critical to your business for the first six months of resuming travel?

How are you modifying your travel policy based on recent events?

What key learnings from this crisis will you integrate into your future response plan?

What additional time and resources are necessary to get your travel started again?

Depending on your answers, you may notice program gaps that could challenge your ability to efficiently and safely resume your travel. Consider incorporating in new tools and mapping out strategies that will help you strengthen your program preparedness. If your answers reveal smaller, less concentrated gaps, use these indicators to influence your goal-setting and future travel planning.

Ready to expand on these workbook findings and prepare for the “new normal”? Schedule time with a Direct Travel expert for a comprehensive evaluation of how to start the recovery process and safely get your travellers back to business.

SCHEDULE CONSULTATION



We have one mission – deliver all-encompassing, personalized programs adapted to every client we serve. As an empowered, client-focused company, Direct Travel offers business travel, meeting, events and vacation services in 190+ locations globally. We deliver a unique blend of high-quality solutions and adapted technologies, providing excellence across all touchpoints. Structured to respond to your needs with agility and advanced consultation, Direct Travel is the right fit to elevate your travel program.