



# Safety & Security

Care for traveling employees, protect your business

## Employees across the globe want to get back to travel.

Travel around the globe is increasing as people's confidence in a return to normality grows. While eager to hit the road again, many travelers are wary and have questions around safety.

As our clients prepare to support their travelers, they are consistently asking us the same questions.

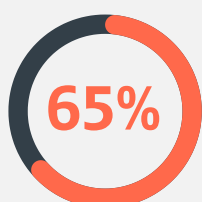
### 1 What can I do to help my employees feel ready to travel again?

The most powerful tool to help travelers feel comfortable is **information**. That's been at the heart of our 'Return to Travel' approach.

We're working with partners across the industry to create tools to help travelers and travel managers understand travel restrictions and conditions in real time based on where they're traveling to and from and with what passport.

Making a necessary trip (or a value-adding trip) a simple and safe experience is about making the information transparent.

This allows companies and their employees to have more control over their trip environment, and will be key to both increasing traveler comfort and delivering a good ROI for the trip.



of travel managers have seen an increase in traveler inquiries around personal safety. <sup>1</sup>

Before COVID-19, people would travel for business and not really think about the risks because nothing's ever happened to them before. But in this new world, it's impossible not to pay attention to the risks.

Now that your travel program is more in the spotlight, have you ever considered how your travel program impacts others in your organization?

Business travel is not always at the top of their mind:



The bottom line is top of mind for Finance stakeholders. Travel can have a significant impact on the productivity of your people and the profitability of the business.



HR is concerned with the engagement and happiness of employees in order to attract and retain talent. For those who are constantly on the move, travel is a significant part of that experience.



The safety of employees keeps Risk Management awake at night. Risk Management is also about preparing and educating travelers so they can make informed decisions on whether to travel to a given location.

## 2 What adjustments are being made to risk management policies?

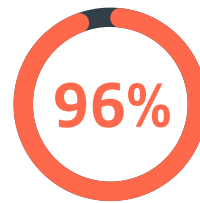
Companies are adding additional layers to their approval process; sometimes a travel booker may need to get 'pre-approval' to travel from HR or Security or a particular individual in the business before looking at travel options.

Other companies are creating 'red-amber- green' lists in their approval process. Based on the local circumstances in a country, companies might declare them "no-go" areas altogether, or require certain additional approvals for those where the COVID-19 situation is more nuanced.

Some companies are essentially turning off their online booking channels – whether via an OBT or through a TMC or other provider.

Many companies feel more confident in their travelers and arrangers booking and managing their travel through an informed, professional travel counselor like the thousands CWT has, supporting a safe return to travel across the globe.

Some companies are evaluating the need for additional trip approval technologies that CWT can offer, such as 'hard stop' capabilities in both online and offline channels.



of business travelers think safety measures need to be in place before they travel again. <sup>2</sup>

## 3 Has the pandemic raised importance of booking through preferred channels?

The benefit of a preferred channel is that bookings can be easily tracked and reported, and so companies can have confidence that their travelers have made a good decision for both themselves and the company.

If COVID-19 has taught us anything it is that it is unpredictable. It can take hold at any time causing sudden changes to country entry and exit requirements.

Knowing where travelers are at any given time can make support or repatriation much quicker and simpler. Changes or modifications to an itinerary are instantly available should other instances occur.

Non-preferred channels often don't have the same level of capability of automated trip approval processes, traveler safety alerts and notifications, and traveler support – all of which are critical to a safe and effective return to travel post-pandemic.

We expect compliance to continue to grow as companies' subject more or all of their travel bookings to formal, hard stop approval processes.

Now, we see more of our clients leverage 'hard stop' approval process for all travel bookings, which means they have a greater level of confidence in the travel decision.



# 4

## What risk management resources or traveler tracking tools are critical?

The COVID-19 pandemic demanded a new layer of real-time data be added to the way companies manage the health and safety of their employees.

When situations are brought to your attention, having immediate access to where travelers are located gives the ability to proactively and quickly make plans to remove them from potential harm.

In addition, our clients have told us they need to be more than just reactive to incidents when they happen; they want to be proactive to anticipate potential issues.

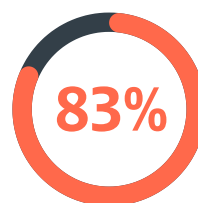
They want expert advice on how to interpret massive amounts of information and hone in on what really affects their travelers.

CWT provides an enhanced offering of additional and contextual location information, access to advice and recommended actions to take to protect their people and reduce risk and a documented paper trail to show the care provided to travelers.

With CWT's Return to Travel dashboards, you can take booked travel data and overlay it with data from external sources.

Information is displayed in an easy-to-read format, to help ascertain where travelers are booked and traveling to at any given moment, and the associated COVID-19 risks and trends.

Also, with CWT's tools, you have faster access to data with near-real-time (within minutes) of a booking being made. You can see where all of your travelers are on the world map and corresponding risk rating of that location.



of frequent travelers said that when looking for a new job, the travel policy and tools would be at least as important as the new job responsibilities. <sup>3</sup>



## Locating your Travelers

- Do you know where your travelers are if there's an emergency?
- Do you have access to tools to identify bookings in high risk/high impact areas?
- Can you provide near real-time updates about locations your employees have visited to identify any at-risk travelers?



## Communicating with Travelers

- Can you share travel information with multiple travelers quickly and easily?
- Can you alert your travelers with personalized communications?
- Can you provide proactive alerts to warn travelers if their booked travel faces any potential disruptions?

CWT reports on major incidents in which there is a strong possibility the event involves business travelers of our clients.

When a serious incident involving known and/or potential fatalities and/or severe injuries occurs anywhere in the world, CWT activates its crisis communication protocol.

Messages are sent to anyone who has subscribed to the protocol. This ensures you and your team are aware of the serious incident; and can identify if you have any travelers affected by that incident.

CWT Alerts assess and succinctly summarize the respective threat or incident to quickly identify and monitor significant and relevant situations.

Using these alerts can help determine what action to take, be it postponing a traveler's trip, re-routing to a safer location, canceling a trip entirely, or just keeping the employee informed.

## The Bottom Line

When an incident strikes, time is critical. CWT fuses technology and customer service to quickly help clients in an emergency. The CWT 24 Hour Service Center (24HSC) constantly monitors news sources for events and identifies which are incidents and require CWT's crisis communication plan be initiated. Creating the right travel policy for your company may seem daunting, but you don't have to tackle this task alone. With our holistic solution, CWT can help you develop an optimized travel program to efficiently and effectively take care of your most valuable asset – your employees.

CWT is here and prepared to continue to help you connect with your customers and employees and unlock possibilities for your organization. As we move towards a vaccinated post-pandemic world, we are committed to partnering with you to get your program moving again.

**Contact us to learn more.**

Sources:

1. <https://www.concur.com/newsroom/article/global-survey-covid-19-impact-business-travel>
2. <https://www.mckinsey.com/industries/travel-logistics-and-infrastructure/our-insights/for-corporate-travel-a-long-recovery-ahead>