

Business travel safety: The checklist



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Are you helping keep your travelers as safe as possible?

From instant policy updates to quick and urgent communications, there are a ton of ways you could – and should – be supporting your employees' safety on the road.

Use this checklist to see if your current travel management company (TMC) or in-house program is helping you provide the best possible duty of care to your travelers.



Planning ahead

What will you do when a crisis takes hold? In order to create a thoughtful, comprehensive plan for crisis management you need relevant, up-to-date information.

Does your TMC help you plan for crisis management with the following?

- A booking and management tool that your travelers want to use, ensuring you have a high online adoption rate and access to the most accurate information via reports.
- Insightful, on-demand reports to show you where your travelers usually go so you can put contingencies in place.
- All your travelers' detail in one place, accessible across multiple devices from wherever you are.

'We had a lot of people [in Japan during the 2011 tsunami], but no information on where they were. Now, thanks to Egencia, we know where people are scheduled to be. And because everyone has to book through the platform, we have their location with Traveler Tracker, which really helps us plan for crisis management'

– Tricia Lim, executive VP of the corporate planning division at NTT Singapore.



Updating policy to promote business-wide safety decisions

Can you easily configure policy according to critical business decisions? Very occasionally, businesses may need to prevent travel to certain locations, and your TMC must give you quick and simple functionality to achieve this.

'For example, with the coronavirus, as soon as [we] decided we could not travel to China, or Italy, or wherever it may be, we put a ban on those countries. People trying to book to those countries get a message and won't actually travel. The platform's set up in a way that's so easy to use, we can deal with an emergency, and [turning] on and off certain destinations as and when we need'

– Projects director at a Global FMCG client.

Does your TMC help you amend policy instantly with technology, like the following?

- A travel management solution that has your policy woven in, allowing travel bans to be updated and enforced.
- The option to mitigate risk, by mandating the number of travelers allowed on the same flight through policy.
- Approval-line amends as per any necessary policy changes. For example, in a circumstance where travel might only be permitted for certain employees.

Improving safety with leading risk management specialists

Are you able to seamlessly deliver a travel program that features great technology, superior customer service – and powerful partnerships with the world's premier risk management providers? At Amex GBT Egencia (Egencia™) we work with leading global risk management companies to provide extra levels of assistance and security to your travelers, depending on your needs and requirements.

Does your TMC make partnering with additional experts simple so that you can provide the following?

- Global assistance through strong and established risk management partnerships, including both WorldAware and International SOS.
- An option of on-the-ground medical assistance, if selected through the risk management partnership.
- Travel security services for business travelers (if selected through the risk management partnership).



Sharing urgent communications

Can you share travel information with multiple travelers quickly and easily? When an event is imminent, or an emergency occurs you need to alert your travelers en masse to any changes to their travel plans as quickly as possible.

'My job is to take care of our travelers. I need efficient tools to help me support our employees in the event of a travel emergency. This is what we get by working with Egencia'

— Niklas Nordström, strategic purchaser at Attendo.

Does your TMC let you collectively alert your travelers with personalized communications?

- Proactive in-app alerts to warn your travelers if their booked travel faces any potential disruptions. On the Egencia app, these alerts appear on the homepage and My Trips space.
- A 24/7/365 news feed of worldwide incidents accessible directly in the travel management solution.
- A Global Customer Impact report that can be used by travel managers and travelers who may be affected by impending incidents.



Locating your travelers in an emergency

Do you know where your travelers are if there's an emergency? Before moving to Egencia, Informa, a global company with over 7,500 employees, used 30 different travel management providers to identify where its travelers were.

'The Egencia system has a traveler tracking map showing where everyone is scheduled to be traveling, which makes it really easy to identify the employees we need to contact in an emergency'

— Melissa Willock, head of travel management at Informa.

Does your TMC help you find your travelers with visual, easy-to-use technology like the following?

- An in-solution Traveler Tracker tool that helps you see exactly where your travelers are scheduled to be using real-time data. The tool, which can be used on desktop or mobile app, lets you choose how you search, helps you find traveler details quickly, and allows you to see a list of travelers and export the data into a spreadsheet if necessary.
- Reports that show which flights, or trains your travelers are scheduled to take. At Egencia, the Traveler Tracker tool links each employee's trip, including booked flights and trains, to an associated trips page, so when a travel manager looks at the report, they can click through and view each itinerary in detail.
- In-solution reports that show which hotels your travelers are staying at, or have booked to stay at. Again, the Traveler Tracker tool connects every employee's trip, including booked hotels and accommodation, to an associated trips page. So, when a travel manager looks at the report, they can dive in, for more detail.

Talking to an industry expert

Are your travelers able to talk to a human with years of travel industry experience when they need help? At Egencia, our expert travel consultants pull out all the stops when it comes to getting your travelers home safely.

'One of our travelers had to get to Philadelphia from Phoenix urgently, but there was a serious snowstorm. So, I started looking further out. I ended up flying them to Washington DC and booking a train from there. We got them there on time, and they were thrilled'

— Holly Davis, senior executive travel consultant at Egencia.

Does your TMC help you with both first-rate online and offline support to provide you with the following?

- 3,000 experienced travel consultants who are ready to assist you across 60 countries. Our consultants are available 24 hours a day, 7 days a week, 365 days of the year.
- Over 32 languages spoken by well-trained, expert travel consultants. Along with the technology that supports each and every consultant to recognize you, your trip, and your business from the moment they pick up the phone.
- A call-back function, like AssistMe from Egencia (US only). With the touch of a button in the app, you can request assistance from a travel consultant. Typically receiving a call back in less than two minutes.

Mitigating risk with insurance partners

Can your business easily insure against disruptions to air travel? As part of the Egencia Advantage program, we work with Allianz to offer customers insurance for air travel and more.

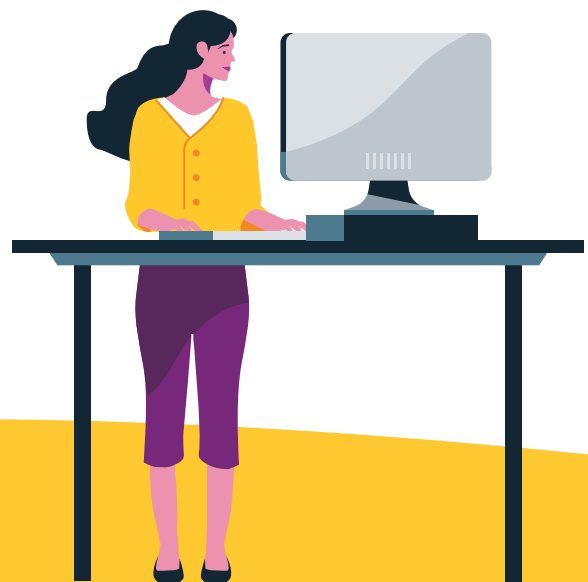
Depending on the specific region, does your TMC help you give your travelers coverage for the following?

- Trip cancellation or interruption
- 24/7 travel and emergency assistance
- Travel and baggage delay

How did the assessment go?

If you found gaps in your checklist, then you may not be supporting your travelers' safety in the most comprehensive and efficient way.

[Talk to us today.](#)



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