

McTavish Travel

TIPS FOR TRAVEL MANAGERS PLANNING BEYOND COVID-19

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What will travel look like once the world reopens for business after coronavirus?

Here are some best practice tips based on our recent industry findings.

Over the coming weeks, we will share more information on each point to help you stay safe and plan ahead.

1. Set up a post-COVID-19 task force

A small, centralized team representing different skills and perspectives, such as human resources, finance and risk/security, can map out the road ahead and agree a well-thought out, shared approach to suit your organization's size and needs, reflecting current employees attitudes to travel and putting their safety first.

2. Decide what 'essential' business travel means during the transition period.

As borders open and restrictions ease, many people might feel they have urgent reasons to travel. Define your organization's overall criteria and triggers: who will be authorized to travel (both domestic and overseas), when, to which destinations and for what purpose?

3. Communicate your plan for resuming safe travel to all stakeholders

Setting out clear expectations and definitions of what 'essential' and 'urgent' travel means. Explain alternatives, such as using a car instead of public transport and technology for virtual meetings. Also, keep in mind that some people might not feel ready to travel at all.

4. Establish a clear process for organizing travel

Including simple guidance for how to apply for and organize travel, well-defined risk controls and ideally one-step approvals.

5. Review your risk and crisis management procedures

Making sure they reflect new learnings from tackling COVID-19, such as evacuation and repatriation and protecting travellers during border closures and quarantine restrictions. Our recent webinar covers many different aspects of risk and crisis management that are worth considering.

6. Review your travel and duty of care policies to reflect new learnings, criteria, and processes for end-to-end travel

Consider adding new criteria for sustainable travel. Your duty of care policy should cover all eventualities, including a future health crisis, also setting out expectations for travellers' own behaviour and duty of loyalty.

Allow more time for travel. With fewer flights available and more safety procedures in place, bookings and airport queues will take longer than before. Planning will avoid travellers missing out.

7. Use Available Credits

Plan to use your credits. Many travellers have credits on file with the agency or stored on the booking tool and by now, you will have received a credit report from our office. Most airlines have allowed for extensions to available credits. We are updating credit expiry dates as the information becomes available.

8. Work closely with your travel management company

McTavish Travel's COVID-19 webpages are aimed at keeping up to date the latest news – from airline, car rental and hotel policies to international border information. Review these pages often or call us for information.

9. Protect your travellers' health and well-being

With fewer flights, less flexibility, new risks and restrictions, travellers' stress levels can easily rise. Make concrete plans for supporting your colleagues' emotional well-being and mental health, including as part of your duty of care policy. Consider any potential protective equipment needs and how to comply with isolation/quarantine procedures.

10. Review your emergency assistance and insurance providers

Including their financial health and stability, and make sure your colleagues know what precautions are in place. If you work with third party providers, make sure your task force members are clear on the role they play and how they can add value. If you do not have a provider, ask us about CAP, Traveller Assistance. This opt in emergency response programme is available at time of booking. Look for CAP on our website, under Services.

We are committed to keeping you informed and to help you travel safely.

Please contact us at any time for additional information.

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Travel Better