

Returning to Travel

with Selective Travel Management



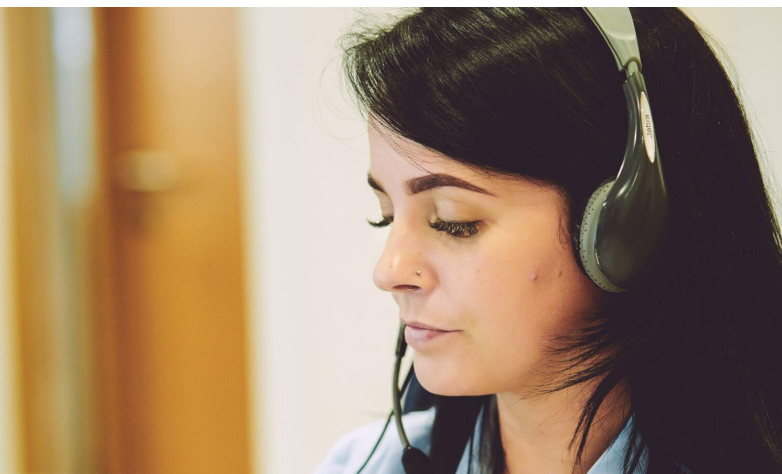
Duty of Care

Duty of Care has never been more highly regarded by both Travellers and Employers alike. As an Employer you have a legal obligation to ensure your employees are safe and Travellers also have an expectation to be protected, healthy and happy.



Communication

It has never been more important to communicate with Travellers. Traditionally, Travellers preferred to receive communications regarding travel via email, however, more are requesting updates via SMS and telephone (particularly when travelling).



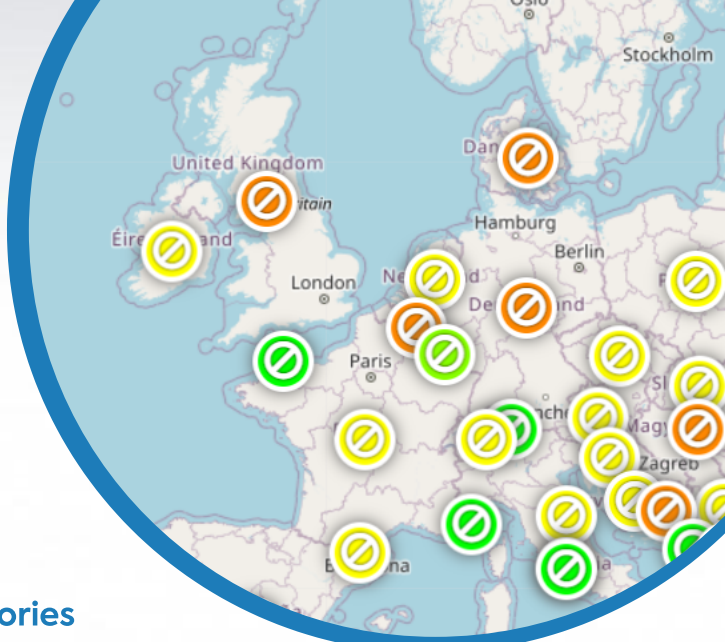
A major update that we have been working on during this period, has been our in-house Profile Suite. This allows Travellers to securely store mobile data, allowing Selective to make direct contact with Travellers if required. Not all communications needs to be done via SMS or directly, but Travellers will find a wealth of information within The Hub or on links provided within their confirmation.



Risk

Since early 2020, Risk Management has taken on an entirely different meaning, due to COVID-19. The employer and the traveller will have to consider new Risks, as to whether a journey should be made or not.

Selective Travel Management have introduced an interactive COVID-19 map within the travel advice section of The HUB, allowing travellers to make an informed decision as to whether to travel or not.



Risk can be summarised into 3 easily defined categories with differing requirements across each category:



Pre-Trip

- Consider if the reason for travel warrants the risks involved
- Improve internal approval policies & make changes to your travel policy
- Consider quarantine requirements, health checks, open/closed borders & individual travel component protocols such as refund policies, cleanliness, face masks, etc.
- Expect the cost of travel to increase in the mid to long-term
- Consider additional areas of cost for provision of PPE & other safety means
- Consider switching from an online platform to dealing with a consultant who has access to the latest travel alerts, destination information and resources at hand
- Consider buying more flexible tickets as opposed to non-flexible options. Ultimately, this will have an adverse impact on your budgets, however the additional flexibility may save you money in the long run, particularly if there is another spike and airlines/hoteliers cancel bookings



Mid-Trip

- Create a wellness strategy to combat anxious feelings for those travelling (see below)
- Be aware of enhanced times for travel due to potential health screening at airports, increased security/customs, reduced schedules etc.
- Be aware of individual airlines/airports/hotels/public transport etc. changing requirements i.e. increased PPE regulations, dining options etc.
- Unfamiliar surroundings can place any regular traveller in a stressful situation. By educating Travellers as to why they are having to change from the “old tried and tested” to something new may help alleviate the risk
- What happens if the Traveller falls sick while travelling, there is a fresh outbreak of COVID, or the FCO change advice about the destination? You may have to consider a change to your Travel Policy to cover this



Post-Trip

- As an Employer, your Duty of Care does not just apply to Travellers, but also to those Employees remaining in the office. Non-travelling staff may have concerns about being in contact with Travellers who have just returned from an overseas trip. You may need to develop a Return To Office Policy for Employees who have been abroad, which might include quarantine periods, remote working etc.
- You may also have to develop policies if the Traveller falls sick on their return. Does your current Absenteeism Policy provide suitable cover for those who fall sick due to travelling for work?



Traveller Wellbeing Strategy

Analysis published by Deloitte in January 2020 reports that poor mental health is costing the UK economy £45 billion per year. Crucially for every £1 spend on mental health interventions organisations get £5 back in reduced absence, presenteeism and staff turnover. This has never been more relevant to travel, which no doubt has changed forever.

The once simple process of booking your journey is now over. Travellers, once familiar with connections through a particular airport, or staying in a “regular” hotel will have to adapt to new requirements, placing more stress and impacting the Travellers mental health. By having a Traveller Wellness Strategy, can help ease stress on Travellers, increase productivity and employee satisfaction.

Selective Travel Management have been at the forefront of Traveller Wellbeing and at the 2019 Global Business Travel Association (GBTA) Conference, held in Munich over the 19th to the 21st November, we were the Key Note Speaker, presenting on Traveller Wellbeing.

Key elements from this presentation included:

- Introduction of “Bleisure” within your Travel Policy
- Gathering Traveller Experience through surveys
- Safety Guidelines and Risk

Following the pandemic, Traveller Wellbeing, would not only focus on the above elements, but would have to consider the extra Risks associated with COVID-19.

Areas that you may now want to include in any Wellbeing Strategy, to help mitigate against COVID would include:



Educate – provide travellers with updated, travel safety guidelines



Flexibility – update your Travel and Expense policy to provide an element of flexibility. This could include changing from a preferred hotel or airline, to a different supplier, one which has a higher COVID cleanliness regime etc.



Equip – provide travellers with PPE, including masks, gloves, sanitizers etc.

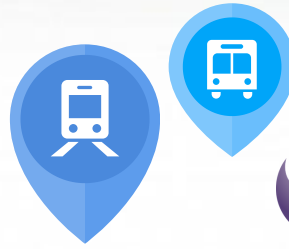


Public Transport Requirements

The government is strengthening the messaging around enforcement of safer travel measures including fines for non-compliance with face coverings on public transport.

Please ensure you are aware that:

- Face masks must be worn
- £100 fines can be issued for non-compliance
- Some people might be exempt



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Rail staff engage and educate customers about the mandatory use of face coverings when they travel by train and encourage people to wear them. The vast majority of people do the right thing and help protect others by bringing and wearing a face covering while in stations and on trains.

Some people may not be able to wear a face covering due to medical conditions which may not always be apparent. Please do not confront other passengers. Anyone that isn't exempt from wearing a face covering can get a £100 fine from the police or Transport enforcement officers.



What Are Selective Travel Management Doing?

Throughout this period of lockdown, we have been working on enhancing various offerings and can now offer the below:

- **Enhanced COVID Information hosted on your HUB**

Providing travellers with the latest updates as to individual country's rules and restrictions

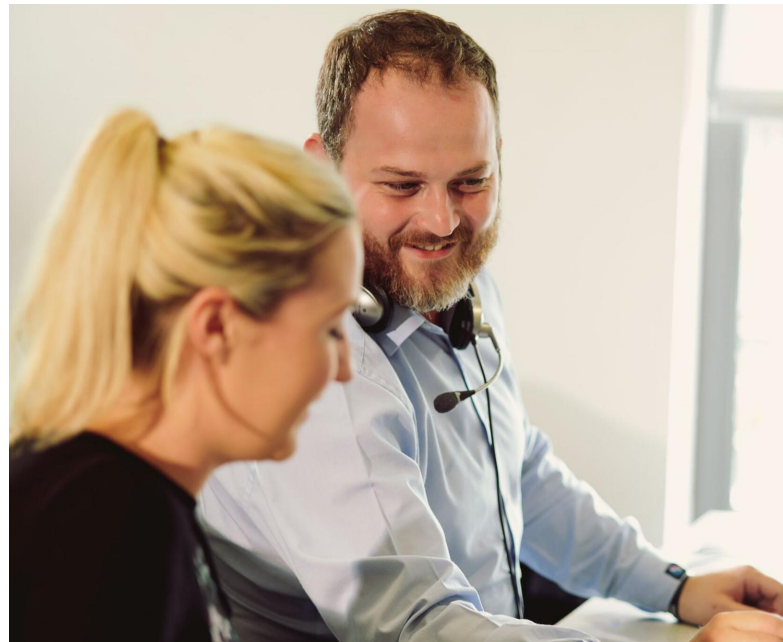
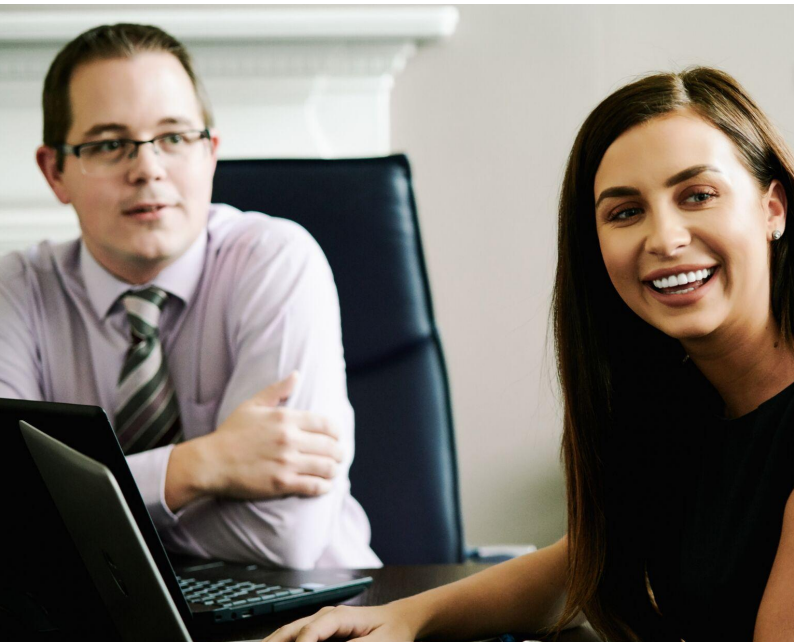
- **Trip Authorisations**

We have further customised authorisation channels within our self-booking tool

- **Education**

We have enhanced our internal learning engine with sections on COVID. All travel consultants must now complete this information session prior to returning to work after any periods of leave

- **Enhanced COVID data provided on all booking confirmations**



Useful Links

[World Health Organisation Dashboard](#)

[IATA Travel Regulations Map](#)



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