



TRAVEL DURING a Global Pandemic and BEYOND



TRAVEL IS RETURNING. **Be Ready.**

**A Guide to Safe Travel and the Value
of a Structured Travel Program**

By Boscov's Business Travel





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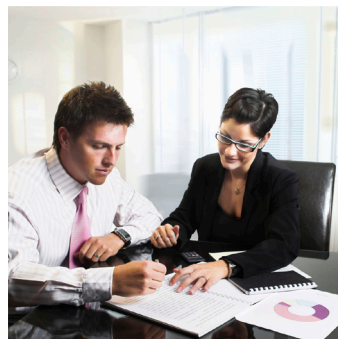
INTRODUCTION

Boscov's Business Travel has been in this business for over 46 years. Over the course of time, there have been many challenges when it comes to travel. There have been airline bankruptcies, extreme weather events, volcanos, earthquakes, terrorism events such as the 9/11 attacks on the U.S. and the 2016 bombings at the Brussels Airport. These are and were all horrific events. Now we are faced with a new challenge, navigating travel through a global pandemic.

It seems as though the situation changes on a daily basis as far as restrictions, where we are allowed to travel, quarantine rules and airline policies. How do you keep up with all of that? Your job as a business traveler or travel manager should be to focus on your customers and your travelers, not to try to navigate through countless websites trying to determine what the latest travel restrictions are.

When a crisis arises, you need to quickly contact your travelers to ensure their safety and get them home if there is a situation that warrants evacuation. How are you keeping track of those travelers if they book outside of your company's travel program? How is your Duty of Care obligation to your travelers being fulfilled?

2020 has been a challenge for many, but it has taught us many lessons as well. One of those lessons is the importance of partnering with a trusted Travel Management Company (TMC), such as Boscov's Business Travel. If your company allows open travel bookings, I encourage you to read this paper and consider the benefits of a professionally managed program. An experienced partner can manage bookings, refunds and unused tickets, as well as leverage buying power and providing added value to your bottom line.





Duty of Care has many definitions. When it pertains to travel, it is a moral and legal obligation to take responsibility for the safety of your organization's travelers. Risk Management falls under that Duty of Care obligation.

DUTY OF CALL IS A COMPANY'S OBLIGATION Protect Their Employees from Unfamiliar Yet Often Foreseeable Risks and Threats

HOW do you begin?

1. Start with a clear travel policy – it should be simple to understand. The policy should state what the travelers should be booking, and where and how they should be booking. Travelers should be directed and trained to book with your TMC to ensure policy compliance.
 - Just as companies have a Duty of Care obligation, travelers have a Duty of Loyalty obligation. Duty of Loyalty means that an employee is NOT to compete with the interest of the organization and to follow the employer's Duty of Care policies and procedures.
2. Partner with a reliable Travel Management Company – it's no coincidence that big fortune 500 companies have strict travel policies enforced by Travel Management Companies. You do not have to be a multi-million dollar company to need a managed travel program. Mid-size corporate accounts need to have a structured program. It is important for these organizations to seek out a TMC partner that can provide value added customer service and cost savings.
3. Educate your travelers – if they understand the benefits of working with your TMC, they will be less likely to break company policy by booking outside the travel program.

4. Enforce your travel policy – if you are not enforcing your travel policy, you are doing a disservice to your organization and basically wasting your time creating one.

5. Evaluate your policy yearly – or when it becomes necessary to amend. During an event such as this pandemic, travel policies should be amended to include temporary approvals, restricted travel areas and other policies that pertain to the specific incident.

6. Work with your TMC partner to determine the best risk management program. A good travel partner will have the expertise and tools to share travel alerts and advisories to notify travelers of potential problems that may affect them. Also look for online access to traveler itineraries, and where they are during their trip.





There are a few key steps you and your TMC can take to reduce risk and ensure the wellbeing of your travelers.

HOW do you begin?

- 1.** Communicate with your travelers – a travel policy is not worth much unless it is understood by the traveling employees and subsequently enforced by the organization. Be sure your travelers know why these programs are in place and that their safety is of the utmost importance to you.
- 2.** Consider the vendors you use – you may be able to gain significant cost savings for you as well as time saving for your travelers.
 - Consolidate car rentals into a select partner to increase discounts. Be sure you select a reputable company that offers an option to by-pass the rental counter, giving you time savings as well as contactless transactions.
 - Establish a policy for ride sharing options such as taxis and Uber.
 - Consider only hotel properties with inside corridor access for the safety of your travelers. Also review cleaning protocols and confirm contactless check-in and check-out options.
 - While it may be difficult for airlines, try to guide travelers to use preferred airline partners, those which either offer your company a discount, or give points towards travel rewards. Using “discount” or “low cost” airlines can be difficult in times of crisis, as they offer little or no help if there is an issue.
- 3.** Consider incorporating pre-trip approvals – this can be done internally or with an online tool.
- 4.** Be sure your travelers are educated on your risk management program, instruct them what they should do in case of an emergency. Make sure they are aware that the TMC has 24/7 support worldwide.
- 5.** Talk with your travelers about their safety concerns, especially during the pandemic. Do they have high risk relatives at home that could be compromised if they travel to a high-risk area? What might the repercussions of a quarantine mean to their family, their work?



PARTNERING WITH A RELIABLE TMC Can Take the Headache Out of Business Travel



TRAVEL MANAGEMENT COMPANY QUALITIES

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When you begin your search, interview potential partners or even develop an RFP, use this guide to ensure you are getting exactly what you need in a TMC partner.

KNOW How You Fit

A good TMC should be reputable and have a healthy book of existing clients – be sure to ask for references when sourcing a TMC. Also, look at the sizes of their clients. You don't want to be a tiny fish in a pond full of big fish or you may not get the service you desire or require.

FAIR Pricing

Review pricing from the TMC to ensure it is fair and honest. It's best to look for a fee structure that charges at the point of sale, with no hidden fees for calling in and asking a question, or basic customer service functions.

THE LATEST Technology

Look for a TMC that offers multiple online booking tools, state of the art reporting tools, risk management software, and a reputable global distribution system. These technologies will make it easier on your travelers as well as for you.

ACCOUNT Management

Regardless of size, your travel data should be reviewed with you on a regular basis. Request quarterly reviews in person or via an online screenshare meeting so you can keep track of spend and look for different ways to save. Account Management should include negotiating with supplies, regular communications and your account being looked after on a regular basis.

REPORTING Capabilities

Every business has unique needs, and your TMC should be flexible and able to meet those needs. A core list of reports to request should include lost savings, advance purchase, travel trends, general spend and more.

24/7/365 Assistance

Business travel is never 9-to-5, so your partner shouldn't be either. Look for after-hours services available with multiple communication options.

STRONG Vendor Relationships

To get the best values, your TMC should have strong relationships with airline, car rental companies and hotels

that allow for negotiating, waivers and favors and other corporate programs.

KNOWLEDGEABLE ADVISORS In All Aspects of Travel

Be sure to look specifically for corporate travel experience, which is different than leisure travel. Also look for low employee turnover to receive a more personalized service.

MEETING/GROUP And Incentive Department

Many times the standard travel management is enough, but in case you need meeting assistance, be sure to ask about a dedicated meetings and group department that can assist with even the one-off meeting and group travel needs so you can continue with a single source, with no need to go elsewhere.



WHAT WILL FUTURE TRAVEL LOOK LIKE — 6



This is a unique time for all types of travel, and many things have changed due to the pandemic. Most of the safety protocols we see today will be here for the long haul. The travel suppliers have spent a lot of time and money to put these new and updated practices in to place to ensure their customers' and employees' safety.

Below are guidelines and policies available at time of publication of this paper. As stated, things are continually changing at a rapid pace, so please verify any details with the travel supplier for the most up-to-date protocols in place.



AIRLINES

- Commercial grade Plexiglas at ticket counters
- Some kiosks turned off for social distancing in the check-in area
- Kiosks wiped down and sanitized frequently
- Hand sanitizing stations in high traffic areas
- Face coverings must be worn by passengers and staff in the terminals, at the gate and aboard the plane during the flight
- Touchless check-in, bag drop and delivery being rolled out
- Temperature checks for airline employees
- Health assessment screening required by some airlines
- Change fees being waived until the end of the year for all fare types, and some carriers are waiving change fees indefinitely for domestic and short-haul International flights, with the exception of basic economy
- Some airlines are allowing free same day stand-by
- Some airlines are allowing travelers to change their reservations if a flight is projected to be full
- Some airlines are continuing to block middle seats through 2020
- Boarding procedures vary by airline, but most are boarding fewer passengers at a time, and boarding from back of the plane to the front
- High grade HEPA filters in use on all mainline aircraft and most regional jets – refreshing the cabin air every 2 to 4 minutes
- High touch areas, such as tray tables and arm rests being deep cleaned
- All non-essential items have been removed, such as Sky magazine



HOTELS

- Public places will be cleaned frequently, hand sanitizing stations installed at entrances, front desks, elevators, and meeting spaces. Plexiglas screens at check in. Masks required in all public places
- Guest rooms thoroughly cleaned with hospital grade disinfectant. Some chains are placing disinfecting wipes in the rooms. Certain high-touch items will be removed from rooms
- Contactless check-in and check-out will be encouraged
- Elevator spacing and maximum capacity guidelines
- Limited capacity in fitness centers
- Knock and go room service where room service is available
- Grab and go breakfast items, vs. buffets
- Limited capacity for restaurants, bars and lounges

WHAT WILL FUTURE TRAVEL LOOK LIKE — 7



AIRPORTS

- Fewer security check points open
- Possible health screenings for travelers
- Shops and dining limited – more grab and go options
- New cleaning protocols with increased cleaning and disinfecting of high-touch areas
- TSA is allowing 12 ounces of hand sanitizer in carry-on bags which will need to be screened separately
- Travelers may be questioned about recent travel history
- Plastic shields installed at TSA check points
- TSA officers required to wear gloves and face masks
- Travelers will maintain possession of their documents, TSA agents will inspect them visually
- Rapid COVID-19 testing being offered by some airlines and certain airports



CAR RENTALS

- Enhanced cleaning of vehicles and rental counter
- Encouraged contactless pick up and return
- Advanced check-in online or over the phone
- Isolating and quarantining vehicles if necessary
- Social distance on shuttles and fewer passengers at a time
- Masks must be worn at rental counter and on shuttles

IN TODAY'S WORLD,
**Masks will be the
New Normal**





GENERAL TIPS TO KEEP YOURSELF AND OTHERS SAFE

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- Wash hands thoroughly and often with soap and water for at least 20 seconds. Be sure to wash your hands after going through the TSA checkpoint
- Carry alcohol-based hand sanitizer (at least 60%) for when hand washing is not an option
- Pack hand wipes, wipe off tray tables, hand rests, car steering wheels, and other high touch items
- Keep your cell phone sanitized
- Cover your nose and mouth while coughing or sneezing
- Wear face coverings
- Refrain from touching your face, especially your nose and mouth
- Use mobile check-in options for air, car and hotel when possible
- Avoid crowds
- If you are sick, stay home
- Maintain a safe social distance
- Pack keys, belts, wallets and other loose items in your carry-on to avoid having to use the trays at security
- If you are bringing food on a flight, pack it in a disposable plastic bag that you can throw away after screening, as the food must be placed in a bin and screened separately
- Allow extra time for your flight as there are fewer check points open, and boarding processes can take longer
- If you are driving, be sure to either wear gloves when pumping gas, or use disinfecting wipes on your hands after you pump
- Be sure that all traveler contact information is up-to-date in your traveler profile
- Be patient, the pandemic is hard for everyone
- If you are driving a rental car, if weather permits, drive with windows and vents open to keep fresh air circulating
- If you are riding with someone other than immediate family, you and your passengers should wear a face covering
- Be sure you comply with all airline safety policies. Failure to do so may result in denied boarding and boarding refusal on future flights

WASH HANDS Often
STAY HOME IF Sick
MAINTAIN SAFE Distance
WEAR Face Coverings



We know there is a high level of uncertainty, fear and anxiety about traveling now and in the future, but business travel is how you keep your business moving forward. We want to partner with you to help calm the uneasiness by answering questions, helping navigate ever-changing restrictions and policies, and simply working with you to ensure you and your travelers are not alone during this or any other travel irregularity. Contact us today to put good, safe, cost saving practices into place.

[CLICK HERE](#) to request more information

**CONTACT BOSCOV'S
BUSINESS TRAVEL TODAY
for a Free Consultation
and Review of your Travel
Policy**



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