



FOR THE CORPORATE TRAVEL BUYER:

How to prepare for travel emergencies

This e-book describes how to plan for unplanned travel emergencies, the systems, processes and partners needed to keep employees safe and business operations on track.

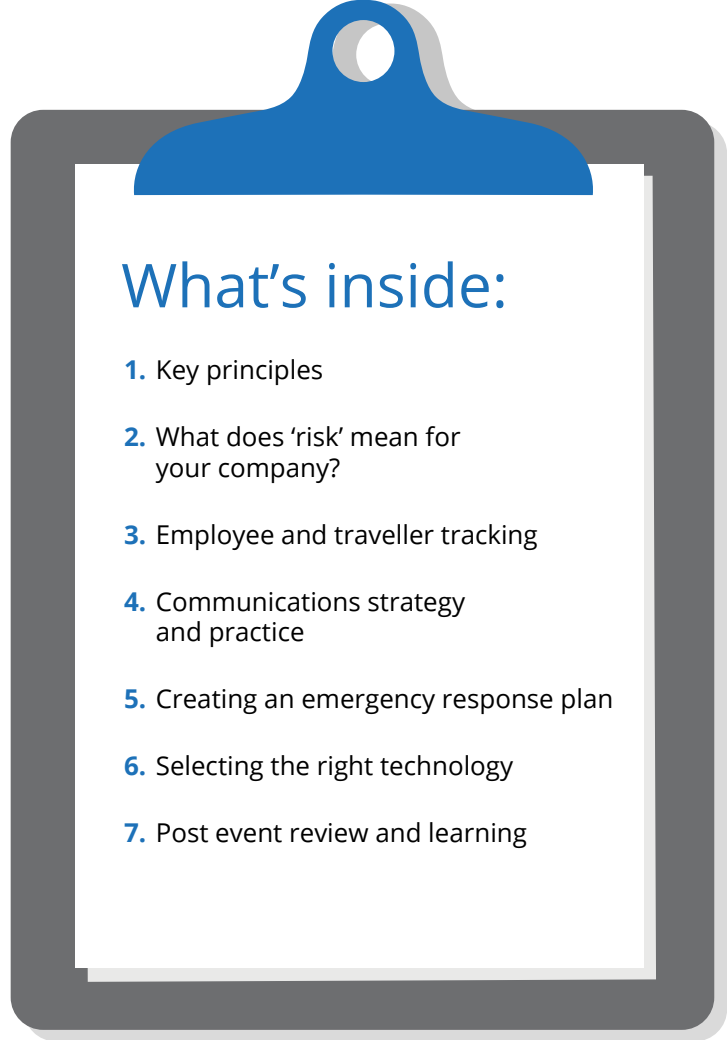
Getting Started

Global trade has brought many benefits and opportunities for business development. To exploit new opportunities, businesses are expanding into established and emerging markets. One of the key challenges facing an expanding business is managing the increasing operational complexity that arises when employees travel to hostile or unfamiliar environments.

Recent crises, such as terror attacks in Europe and the spread of the Zika virus across the Americas, remind us that emergencies can occur suddenly in areas we previously considered as well understood.

From the start of the century, global, regional and local risks have been changing and becoming more complex. Since the 9/11 terrorist attacks, and with the ongoing upheaval and social impact of the Arab Spring, companies need to re-evaluate how they prepare themselves and their risk and evacuation strategies.

The impacts of being caught out in these events - and the implications for business continuity - is why business contingency planning is an essential component of employee support and forward thinking business protection.



What's inside:

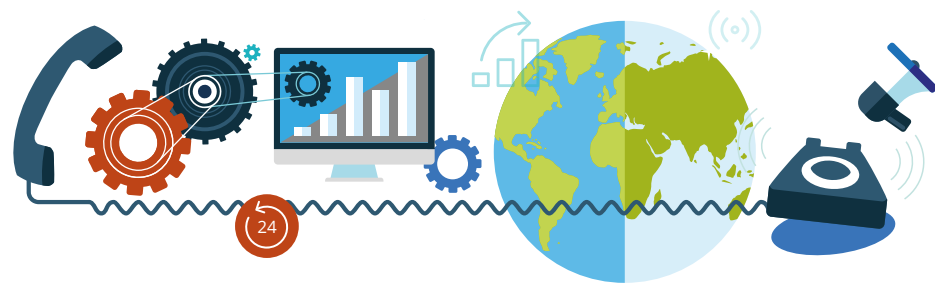
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Key principles to consider when putting together travel risk strategy

The more thorough your company's emergency planning, the more effective your response will be when an emergency happens. Having the right systems and processes in place, the type of partnerships you have with your TMC and specialist risk service providers will be invaluable in moments of crisis.

The scramble to arrange emergency travel is just the beginning. Avoiding the business interruption and reputational risks that can come with an emergency situation is an immediate task. However, that process should be undertaken consciously of any legal liabilities to employees and the wider stakeholder community.

Working with the right travel management company will help alleviate many of the problems of fulfilling a company's responsibilities. Being able to count on them to enact many of the emergency planning procedures a company will need is why a strategic approach to travel management is key to a successful multi-national business.



Effective emergency response planning includes:

- ✓ *Reliable tracking of your travelers location, knowing where they should be and where they actually are – business is nothing if not about change.*
- ✓ *Timely, accurate and targeted communication. Communicating to the wrong people - or just as negative - the wrong content can add more stress to an effective emergency response.*
- ✓ *Making sure travelers have the right information and are briefed on travel risks and company procedures before they travel will make them feel more at ease and make emergency situations easier to handle.*
- ✓ *Working with your TMC, systems or security provider to formalise an emergency response plan.*
- ✓ *Communicating the response plan widely to the organisation and integrating it with your overall travel policy.*

What does 'risk' mean for your company?

Travel risk has many components that can impact the effectiveness of an emergency prevention and response strategy. Employees may be at risk in unexpected places and situations.

What classification should you use to assess and communicate travel risk?

- *Politically unstable regions, countries or areas.*
- *How familiar is your traveler to the location they will be travelling to – inexperienced travelers can be more vulnerable than others.*
- *Traveler fatigue. If travelling long haul or having many connecting flights can put a lot of stress on an individual when compared to short haul point-to-point.*
- *Does your traveler have any medical conditions the employer should reasonably know about?*
- *Are there transportation issues at the traveler destination?*
- *Are there any local disease control issues your traveler should be aware of?*

There are many security service providers that specialise in assessing travel risk across a broad spectrum of categories. Teplis Travel's partner Mantic Point, is integrated with iJET International who can deliver analyst driven travel intelligence and local medical emergency operational support as part of your travel risk strategy.

As part of the development of your emergency response strategy there are useful government and NGO information sources as well as many news aggregation services.

These can provide useful background and high-level information but will leave the interpretation of a situation to your response team.

Employee and traveler tracking

Having access to the right tools and systems that can efficiently find where your travelers are is essential to the smooth running of any emergency response.

Helping you keep track of where your travelers are without the need to call your TMC, run multiple reports and find out individual travel plans will make the task of helping your employees much more straightforward.

Services that allow you to securely log-on to a traveler location portal will give you the control you need in an emergency. Calling your TMC account manager is useful, but time consuming. And having to review multiple TMC or GDS reports can also be extremely labour intensive. Secure traveler location portals will save you time and increase the speed of helping the traveler.

Pre-trip and in-trip reporting and alerts mean you won't forget to check the status of your travelers – being instantly alerted when an event impacts your business means you can access the information you need to act without any wasted time.

Control over how you and your travelers are alerted means no more information overload and alert fatigue – meaning people respond faster when it matters.

Travel plans change and often the systems get left behind if the traveler is unable or forgets to update their itineraries. This is where employers need to be able to locate their employees and the employee be able to update their status and condition.

Having the ability for the traveler to check-in their location so the travel manager and TMC can provide targeted assistance, means your employee can rely on getting the best help in any emergency situation.



Communication strategy and practice

Managing the communication channel is vital during an emergency response. Having all the relevant information in one place - and focused on helping you make the right decision - means the communications are relevant and targeted.

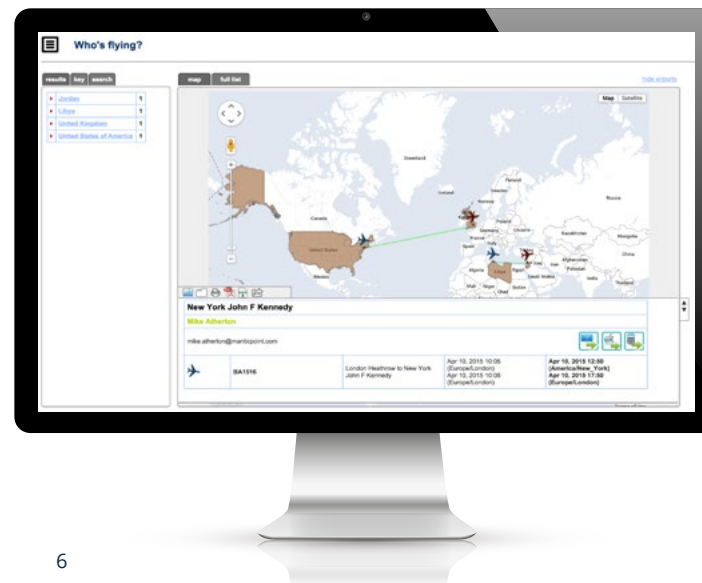
The traveler communication plan starts as soon as the booking is made with pre-trip briefing information. In a recent survey over 50% of travelers said they didn't receive any pre-trip information from their employers or TMC's. In the same survey the vast majority of travelers wanted to be kept informed of changing circumstances and risk once their trip has started – they want to play their part in keeping safe and the business moving forward.

To prevent alert overload and fatigue, clear rules need to be agreed on for who receives what alert, when and how. Teplis Travel's partner Mantic Point, provides risk alerting technology allowing a company to define their specific needs for different parts of their business – meaning everyone gets the right information at the right time without overloading them with too much information.

When an alert is received the response team can quickly evaluate the communication needs and deliver targeted support to those travelers that need it most. All communications are recorded and stored for later reporting and audit so the response team can continue to refine their service.

Communication options include email, SMS, mobile app push notifications delivered over terrestrial and satellite networks.

As the business environment changes, so do the custom rules for alerting the team. The emergency response team has full control over who receives what information and when they receive it.



Creating an emergency response plan

This is at the core of the emergency planning process. At Teplis Travel, we work closely with clients, technology and security partners to help define the response plan and deliver the systems that will support you during an emergency. Regular contingency plan reviews will ensure they remain relevant to the business.

Your plan should include:

- ✓ A set of clear logical guidelines describing and allocating roles and responsibilities for all participants, highlighting the actions and information required so each team member can fulfil their role.
- ✓ Clearly defined service level agreements with your partners (TMC's medical, repatriation) including how and when they will deliver on their responsibilities.
- ✓ Defined information sources that you will need to access and provide your partners with during the emergency.
- ✓ How and when to communicate to travelers and what information they get whilst on the move.
- ✓ Data collection procedures to provide after the event reporting and learning.
- ✓ The set of pre-travel documentation each traveler will receive that will help them understand the support process and why they need to play a role in managing any emergency event.
- ✓ Communication plan to brief the whole organisation on what the emergency event procedures are.
- ✓ An easily accessible list of all key contacts in an emergency including, TMC, medical and repatriation teams.



Selecting the right technology

Teplis Travel has partnered with Mantic Point to implement traveler tracking, disruption management and duty of care solutions for companies globally. Using our proprietary and focused traveler tracking tool companies can locate their travelers actual position, visualise their itineraries on an interactive map, prepare reports for post event evaluation and communicate directly with the traveler from their portal.

No need to run multiple reports, ring the TMC, or search different systems to see who might be affected. Our technology alerts the travel manager whenever there is an incident that might impact their travelers. It's a simple click to draw all the relevant data and information together in one place ready to distribute or communicate to the traveler or other colleagues.

We bring together GDS, Online Booking Tools and manually added trips into one consistent, intuitive view that you can act upon and save time.

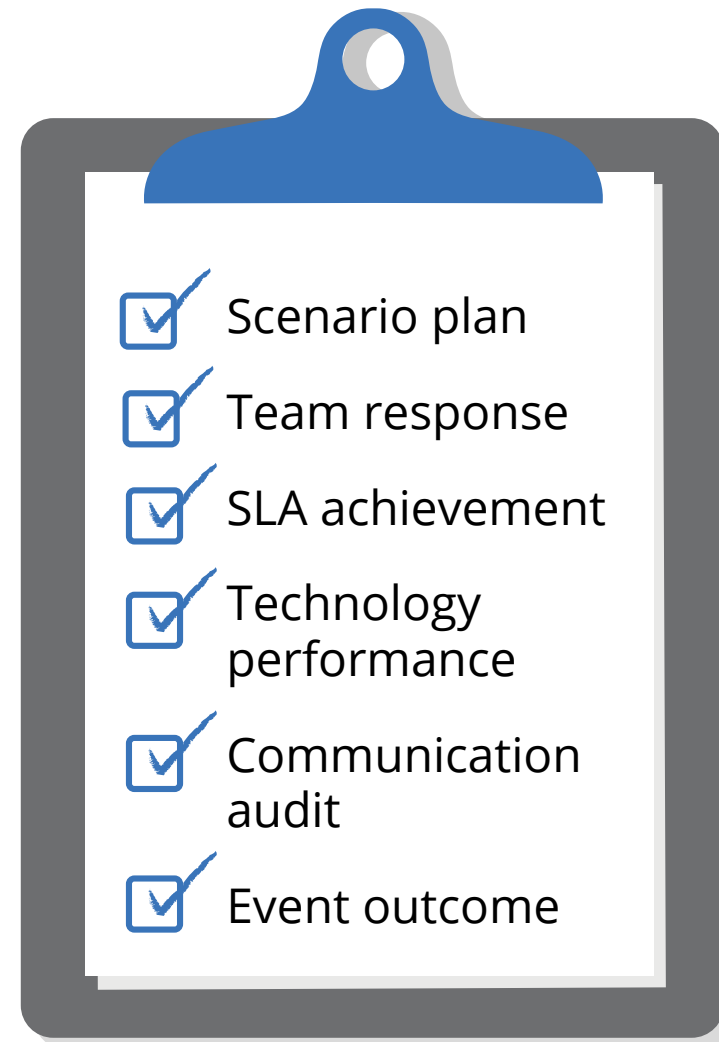
When the need for reaction speed is at its highest, our disruption management toolset, powered by Mantic Point, allows your emergency response team to quickly identify communities of travelers and then communicate in the most appropriate way to ensure your employees know the latest information they need to keep safe. In turn the traveler can then check in their location and status leaving your emergency response team to focus on those travelers not able to respond.



Post event review and learning

Speed, efficiency and the successful outcome for travelers and the business are the goals during the emergency event. Following this, it's essential to review performance of the team, partners and technology to ensure any learning points are captured and fed-back into the strategy and planning process.

Through Teplis Travel's partner Mantic Point, data collection, audit and analytics support, the process of continuous improvement and refinement of the emergency response plan, becomes embedded in your operational processes.





About Teplis

Teplis Travel, with locations in Atlanta, GA, and Las Vegas, NV, is a certified Women-Owned Business Enterprise (WBE), providing travel services to business travelers and their companies for over fifty years. Teplis has over 150 clients, including Fortune 500 firms across North America and supports global travel programs as a member of the Frosch Travel Network.

For more information, visit: www.teplis.com. To find out how to deliver global traveler tracking for your corporate travelers and enhance your duty of care program, contact Teplis Travel **800-669-6547** or sales@teplis.com.

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