The New Complex Travel Reality
FAQs

INTERNATIONAL SOS

Business travel is progressively resuming. Simultaneously, the COVID-19 pandemic has added a new layer of complexity to travel, including constantly evolving travel regulations and increased security and health risks, such as new variants.

How to navigate the new travel reality?
To help you and your organisation, International SOS produced some frequently asked questions and answers based on insights from medical and security experts' and travel specialists.

LESSONS LEARNED & CURRENT SITUATION

What are the lessons learned from the crisis management of the coronavirus pandemic the past 20 months associated to travel?

What is the current situation in terms of travel and what will the future look like?

HEALTH & SECURITY CHALLENGES

What are the challenges from the health perspective?

What are the challenges from the security perspective?

PRACTICAL ADVICE & RECOMMENDATIONS

How can my employees access real-time information, such as latest travel restrictions?

What can I do to mitigate traveller's medical exposure as well as to avoid unnecessary costs for my organisation?

How can I ensure my corporate travel policy is up to date to reflect the always changing and complex environment?

Is there an official industry standard for risk management?

How to prepare for return to travel?

What are the consequences on employer's duty of care associated to the new travel reality?

MORE INFORMATION & SUPPORT

| ISO 31030:2021 | RETURN TO TRAVEL INFOGRAPHIC | S-GE TRAVEL CHECKLIST | ADVICE FORM EXPERTS | RISK MAP 2022 |

International SOS can support you in your return to operations and travel.
For more information, please click here. For any questions: Switzerland@internationalsos.com

LESSONS LEARNED & CURRENT SITUATION

What are the lessons learned from the crisis management of the coronavirus pandemic the past 20 months associated to travel?

Today, business resilience is closely linked to workforce resilience. Employees' health, safety and mental wellbeing are in the center of interest of C-suite Managers of each organisation. Now, that the Covid-19 pandemic is becoming an epidemic situation, corporate organisations actively managing health and safety risks of their employees, including during business travel, will have a competitive advantage.

What is the current situation in terms of travel and what will the future look like?

Organisations face the challenge to navigate the complexity of the uncertain travel environment with many disruptions. Travel has become undoubtedly more complicated, and more support is required than ever. Today, many borders have started to open up whereas others closed again due to the new Omicron variant. The current environment is volatile and constantly evolving. However, the degree of international movement is forecasted to go up. Data from International SOS, the world's leading health and security services company with 12,000 clients worldwide, show that International Business Trips volumes[1] are increasing by 10% each month, and by 13% for Domestic Trips[2] since the start of the pandemic. IATA[4] predicts demand in 2022 to be circa 75% of pre-pandemic volumes.

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HEALTH & SECURITY CHALLENGES

What are the challenges from the health perspective?

Today, access to quality healthcare has become increasingly difficult. This triggers a growing need for air ambulance evacuations and an increase of +52% in evacuation costs. According to International SOS' client data, the likelihood to be evacuated has been multiplied by 9[3].

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What are the challenges from the security perspective?

Security risks in different environments have increased drastically. Criminality and social unrest are growing due to the economic and social pressures COVID-19 is exacerbating. This translates in more than 400 International SOS high severity alerts issued per month. Travel restrictions have become another big challenge for employers and employees alike, and thus there is a risk associated for employees of not complying with this highly volatile security restrictions.

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PRACTICAL ADVICE & RECOMMENDATIONS

How can my employees access real-time information, such as latest travel restrictions?

You need to have access to a trusted source that is tailored to the needs of your business. Researching and assessing the latest COVID-19 information to ensure your employees are eligible to travel. This is essential to equip your people with all the relevant advice, so they are confident ahead of their trip. If you cannot provide access to accurate and timely COVID-19 health and security information, it's recommended to work with an external provider such as International SOS who can offer several innovative digital tools such as an Assistance app with real-time information, updates and Country specific alerts and manager tools, such as traveler tracking and emergency communications.

What can I do to mitigate traveller's medical exposure as well as to avoid unnecessary costs for my organisation?

The best way to ensure that your people stay healthy and safe is to establish a robust preventive Travel Risk Management program, designed specifically for the environments they are in. A key component of prevention and Duty of Care is preparing for the occasion when prevention is not possible. Having a safe and rapid evacuation plan from high-risk environments is essential to save life or limb. Before every business trip, the traveller should receive a travel briefing with the latest information on the overall security and health situation of the respective countries and an overview of potential health and security threats as well as advice regarding assistance support.

How to prepare for return to travel?

- Evaluate your travel risk policies and receive expert advise on how to address your gaps
- Assist your people with COVID-19 arrangements pre, during and post travel (testing, vaccines, quarantine, etc.)
- Provide medical and security support on the ground, from transport, to secure hotels and, in extremis, evacuation if needed
- Support the emotional and mental health wellbeing of your travellers
- Provide 24/7 health and security advice and assistance to your travellers
- Having an effective crisis communication tool including a tracking tool helping you to contact potentially impacted people to quickly determine their safety and wellbeing.

How can I ensure my corporate travel policy is up to date to reflect the always changing and complex environment?

It's important to check and review the corporate travel policy on an ongoing basis to make sure that the policy responds to the needs, especially with tailored solutions for domestic and international business travellers, site-based workers and assignees. Companies specialised in health and security risk management such as International SOS can advise on, update and write bespoke health standards, policies and procedures for organisations.

Is there an official industry standard for risk management?

Yes. The new ISO 31030:2021 Travel Risk Management
– Guidance for Organizations has been published in October 2021. It's applicable to all organisations, regardless of size or sector, the document provides guidance on how to manage the risk(s), to the organisation and its travellers, as a result of undertaking travel.

What are the consequences on employer's duty of care associated to the new travel reality?

The employer's role and its Duty of Care regarding travel is being transformed. To protect the company's workforce as efficiently as possible, employers need to have:
- a robust and integrated health & security travel policies and a travel risk management program to maximise prevention
- the ability to access integrated world-class medical & security intelligence, advice and assistance capabilities by providing you and your employees with a 24/7 assistance
- digital tools for adherence to policies, optimal preparation of trips and process simplifications to simplify and accelerate internal procedures such as travel approvals.