



The TripActions Business Travel Continuity™ Checklist





Traveler safety has always been an integral part of corporate travel management, but the coronavirus global pandemic has taught HR, finance, operations, risk management, procurement and travel program leaders just how critical it is to have a plan in place for when the unexpected happens.

Along with a contingency plan, TripActions Business Travel Continuity™ features give organizations the ability to rapidly adapt to ensure they can be resilient in the face of business disruptions, dynamic market changes, and quickly evolving situations. These help you do much more than get business travelers home at a moment's notice. An integrated, comprehensive plan empowers companies to react and realign every level of their business based on real-time data.

Leaders need tools that can adapt, which is why corporate travel and expense solutions today must go beyond booking travel and tracking expenses. In this new reality, company leaders are tasked with ensuring the safety of their business travelers in unexpected situations and responding quickly to changing conditions by shifting policies, communicating diligently, and enabling their employees to be successful no matter the circumstance.

In addition to ensuring business traveler safety, what corporate travel leaders need most in challenging environments is an excellent user and traveler experience that drives adoption and visibility, including:

- **Real-time data to support traveler safety**
- **Flexible expense and corporate card offerings that enable employees to work safely through crises**
- **Exceptional duty of care capabilities**
- **All with tools that give finance leaders the ability to control costs**

The corporate travel industry is resilient and the human need to connect — to meet and strengthen relationships with customers, partners and colleagues in person — always boosts travel after market disruptions. Therefore, leaders must make the smart decisions today that pave the way to a safer, more innovative and flexible corporate travel industry tomorrow so employees are ready to travel again to build relationships, close deals and drive growth when they receive the all clear.





As a leader in corporate travel and expense management, TripActions is uniquely positioned to deliver flexible, cloud-based tech, real-time data and insights, and trusted partnership so that executives have all they need to make and enact business, travel and expense management decisions to support their employees through periods of uncertainty.

The TripActions reporting and traveler safety features provide a holistic approach to managing travel and expense programs during unprecedented business disruptions.

The TripActions Business Travel Continuity™ Checklist will further help you drive business travel continuity in times of natural disaster, political unrest, economic downturn or global health crises like the coronavirus.

Here are the 10 steps at a high level:

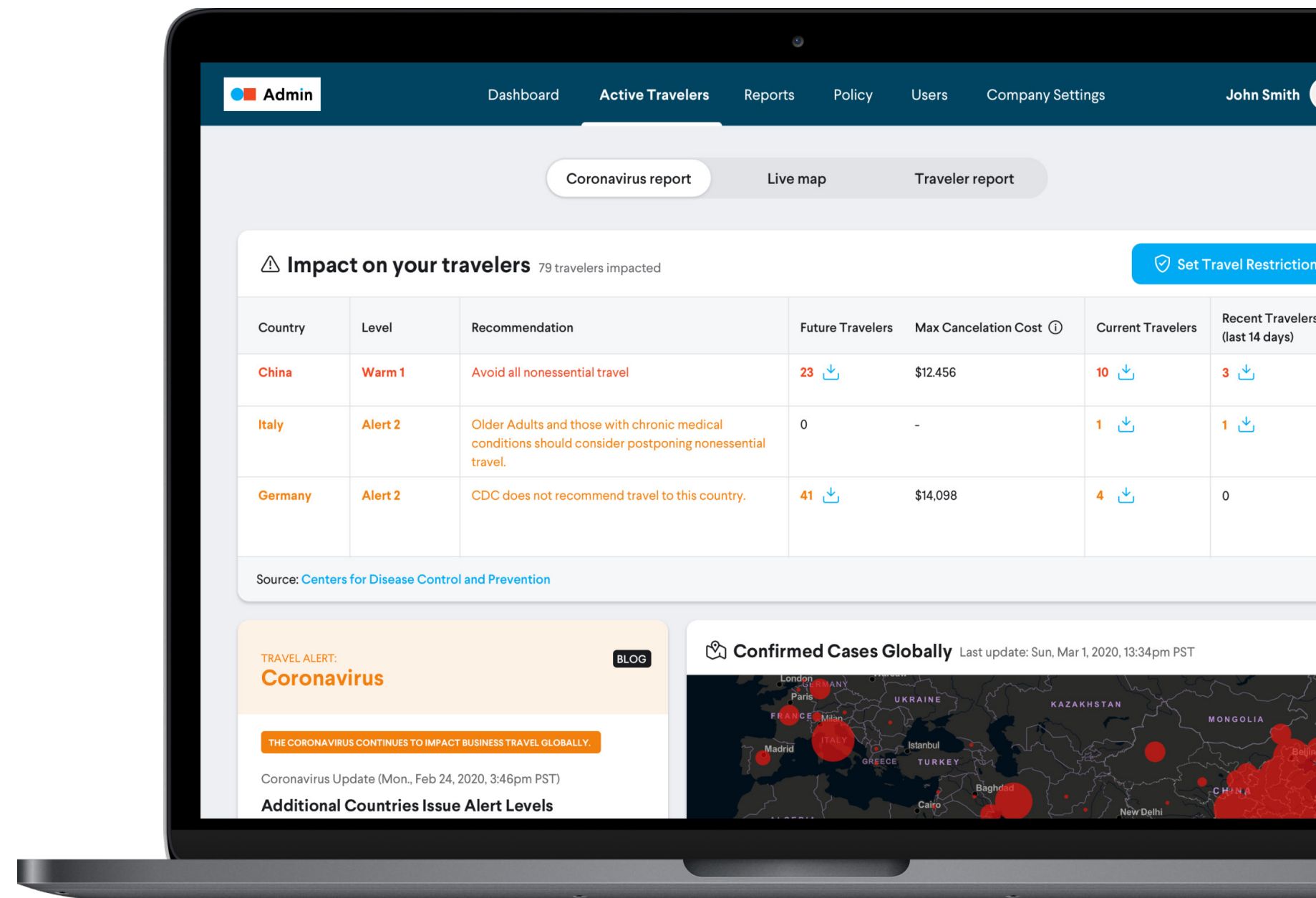
Assess the Situation

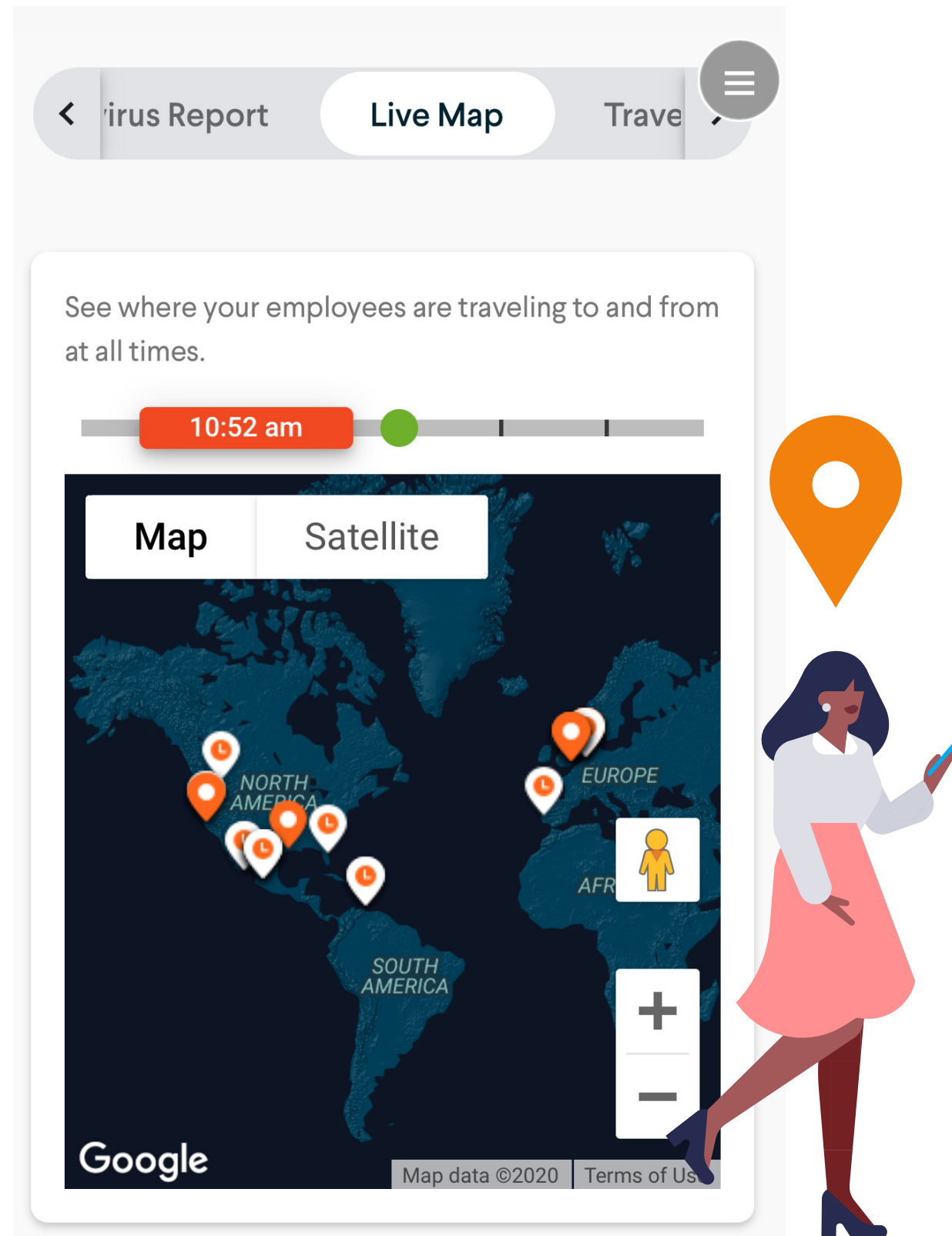
The first step when faced with a business disruption, dynamic market change, or quickly evolving situation such as a global pandemic is to make sure that company leaders and travel managers have access to the most current, informed data possible.

While you can track official and government sources -- we recommend the [WHO Situation Reports](#) and the [CDC](#) -- it is important that the data is contextualized for your specific business. By tapping into rich, real-time data, leadership is empowered with better in-the-moment insights for decision making.

For example, the TripActions Admin Dashboard provides access to a coronavirus report that helps admins understand the situation and make appropriate travel policy decisions and changes.

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Track Current and Previous Employee Travel

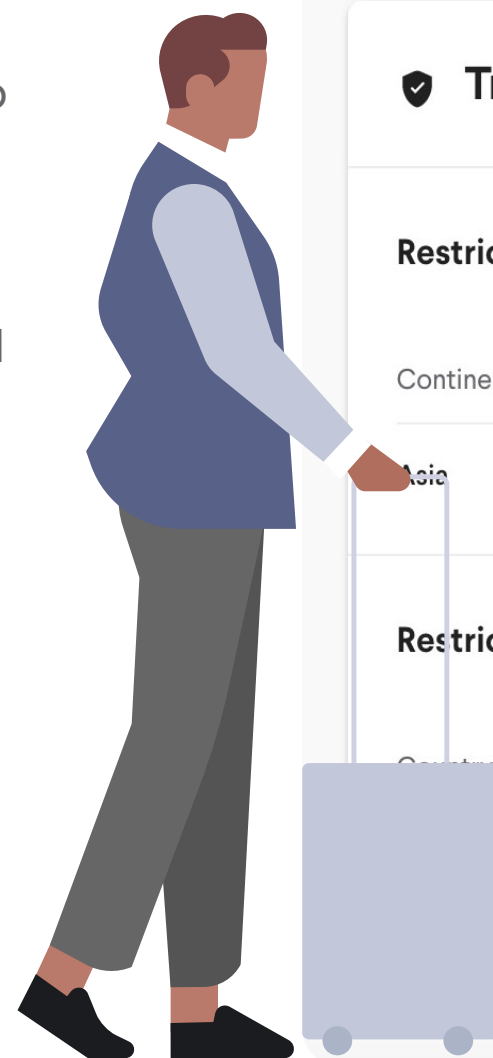
Once a shift occurs, the next step is to account for all current and recent business travel. A live traveler map shows where employees have traveled in the last 14 days, where they are now, and where they are headed so travel managers can ensure they (and their colleagues back home) are out of harm's way if the unexpected occurs.

TripActions enables leadership to pull enhanced reports on active and recent travelers including reports on specific travelers in specific countries and states, as well as the ability to see the exact departure and arrival locations.

Prepare to Pivot Quickly

A flexible travel management platform enables leadership to adapt to changing conditions and change policy fast. There's no room for confusion or margin for error when it comes to keeping business travelers safe.

Leaders with access to the TripActions Admin Dashboard have the ability to immediately block travel to and within specific cities, countries, and continents, as well as a specific mile radius around a city. It is more effective to place these controls directly within the company booking tool to restrict employee travel than rely on communications alone.



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The screenshot displays the TripActions Admin Dashboard with the 'Restrictions' tab selected. The dashboard has a dark blue header with navigation links: Dashboard, Active Travelers, Reports, Policy, Users, and Settings. Below the header is a light grey bar with tabs for Flights, Hotels, Car, Misc, and Restrictions. The main content area is titled 'Travel restrictions' with a shield icon. It contains two sections: 'Restrict continents (1)' and 'Restrict countries (2)'. The 'Restrict continents (1)' section has a table with columns 'Continent' and 'Restriction policy'. The 'Asia' row is highlighted, showing a red warning icon and the text 'Block all travel'. The 'Restrict countries (2)' section also has a table with columns 'Country' and 'Restriction policy'. Two rows are visible, both showing an orange up/down arrow icon and the text 'Only allow travel within the country'.

Continent	Restriction policy
Asia	⚠ Block all travel

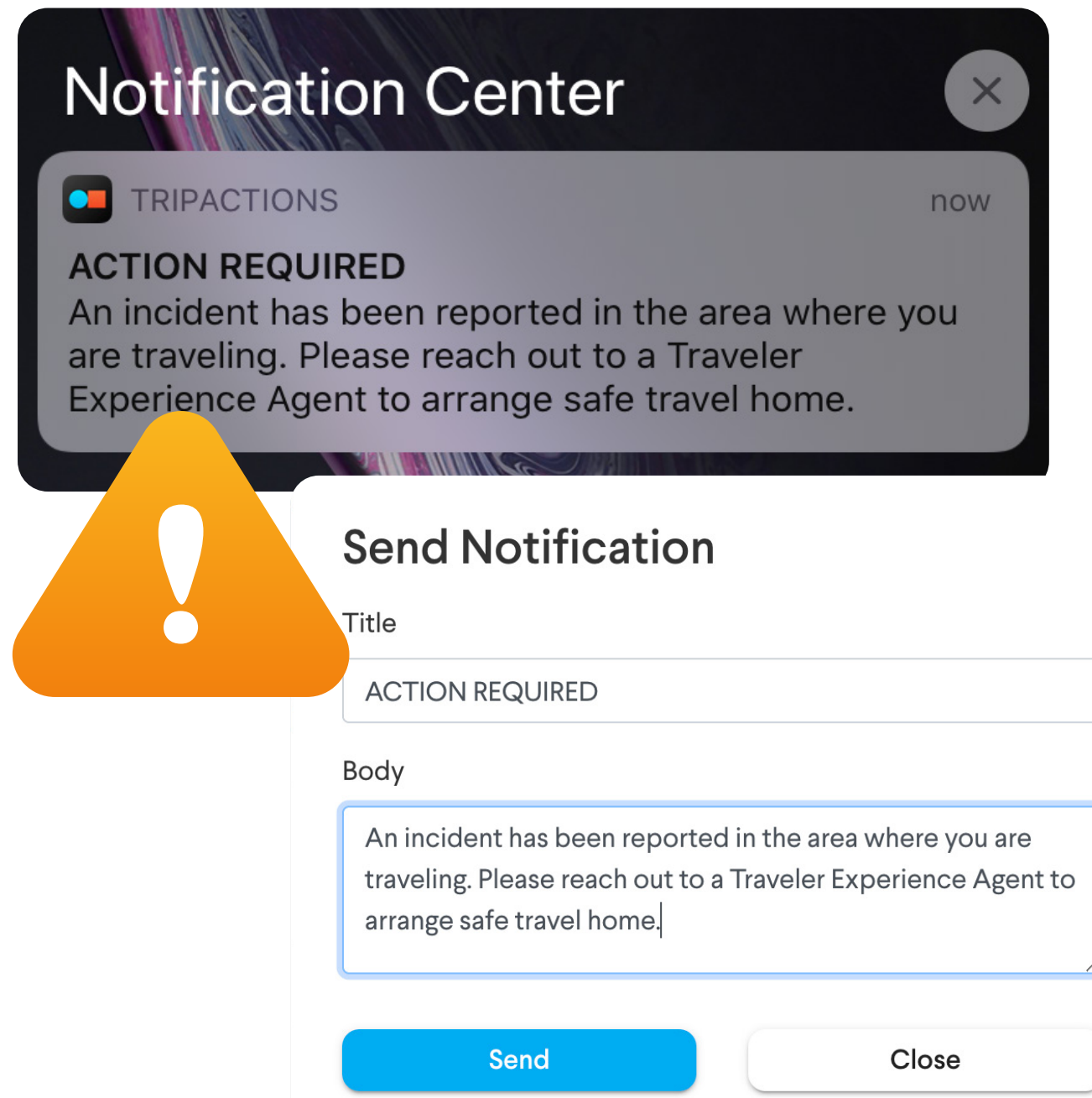
Country	Restriction policy
	↕ Only allow travel within the country
	↕ Only allow travel within the country

Communicate with Employees

It is paramount to establish traveler safety tools for not only tracking, but communicating with travelers quickly. There are several ways to do this:

- Create a real-time communication channel employees can use to ask questions and receive timely responses.
- Leverage your TMC's mobile app to communicate en masse as well as directly with individual travelers.
- Lean on mobile apps like Twitter and WhatsApp as emergency communication tools. In times of crisis, each of these apps are beneficial for real-time, low-bandwidth communication and geolocation.
- Incorporate health, safety and well-being tips or public service announcements in regular all-hands updates and internal communications so all channels are covered and employees keep best practices top of mind.
- Create an open, caring culture where dialogue is encouraged between employees and their managers to address employees' personal threshold of concern, and the best course forward for upcoming business travel.

Be a role model when it comes to keeping employees informed to reduce stress and boost safety.



The image displays a mobile application interface for a Notification Center. At the top, a notification from 'TRIP ACTIONS' is shown with the text: 'ACTION REQUIRED. An incident has been reported in the area where you are traveling. Please reach out to a Traveler Experience Agent to arrange safe travel home.' Below this, there is a 'Send Notification' form. The form has a title field containing 'ACTION REQUIRED' and a body field containing the same message as the received notification. To the left of the form is a large orange triangle with a white exclamation mark. At the bottom of the form are two buttons: 'Send' (in blue) and 'Close' (in white).

Notification Center

TRIP ACTIONS now

ACTION REQUIRED
An incident has been reported in the area where you are traveling. Please reach out to a Traveler Experience Agent to arrange safe travel home.

Send Notification

Title
ACTION REQUIRED

Body
An incident has been reported in the area where you are traveling. Please reach out to a Traveler Experience Agent to arrange safe travel home.

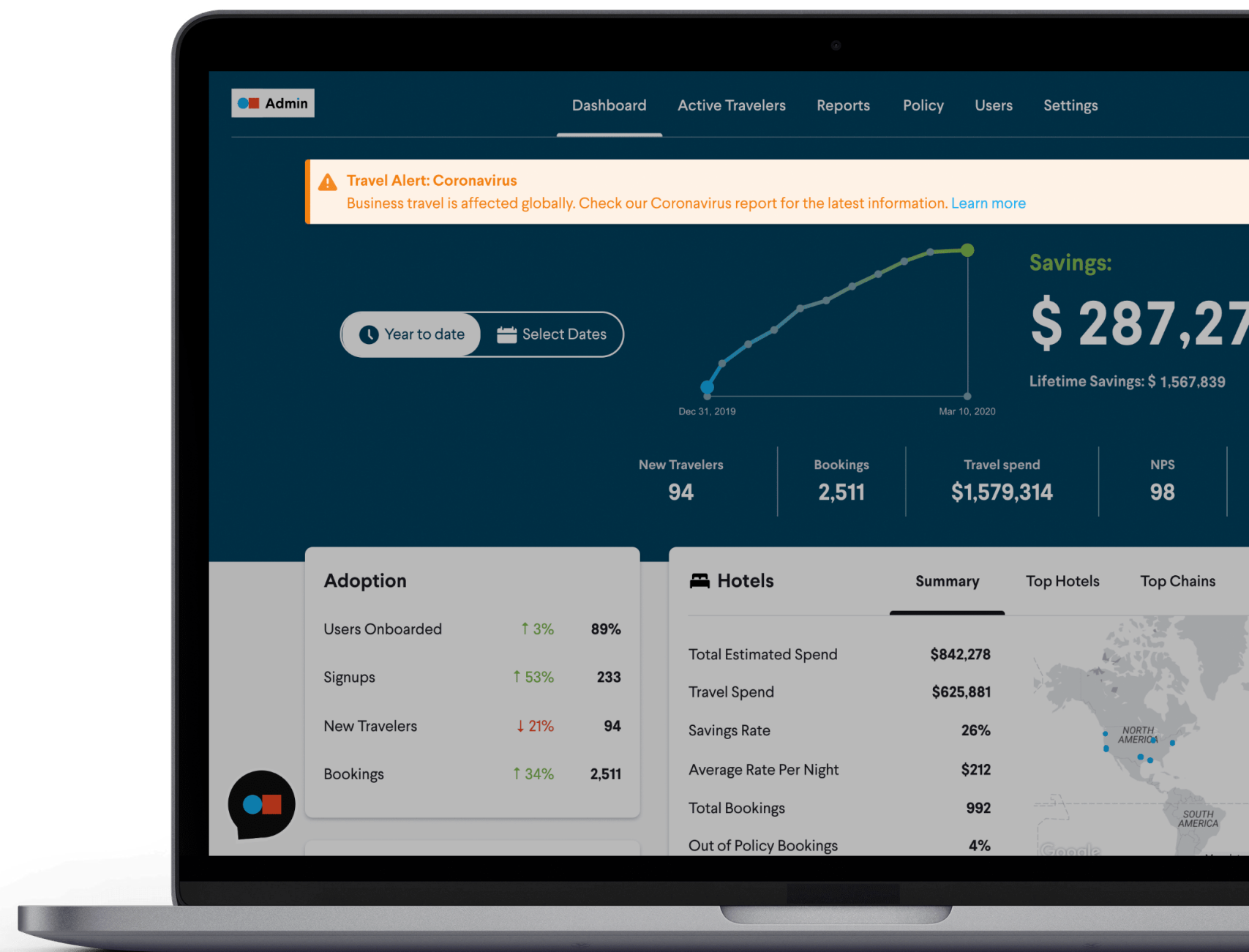
Send **Close**

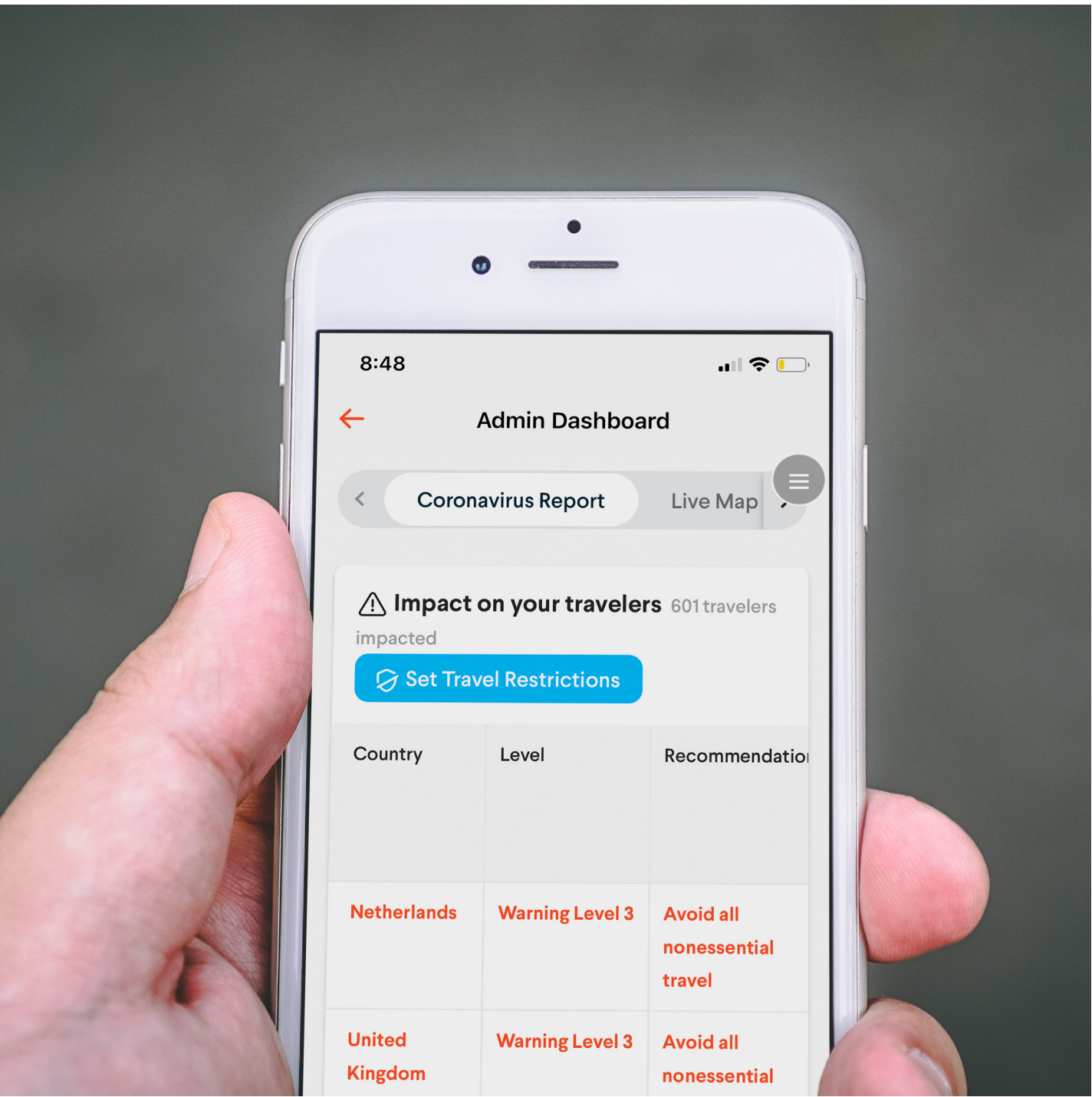
Account for Financial Impact

The cost of changing and cancelling business trips can be significant for large companies. Executives need access to that data in real time in order to make the most prudent decisions. Increased financial impact awareness makes it possible to quickly report on and understand costs, spend, and recoverable expenses to meet financial business goals and control costs.

The TripActions Admin Dashboard enables users to quickly assess the max cancellation loss amount associated with canceling each booking. Max cancellation loss is an estimated calculation of the most an organization would have to pay to cancel bookings. This calculation provides admins with increased visibility into the financial impact of their company's changing travel plans.

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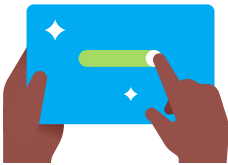




Have the Right Technology Partner Onboard



When situations shift quickly, multiple levers need to be tugged at once to make sure that employees are given the best guidance to move through that change.



The ability to implement policy controls quickly and easily reduces the risk of information overload.

When thinking through corporate travel solution providers, leaders need the vision to see beyond price to a holistic program that empowers comprehensive “duty of care” and business travel continuity.

Establish Proactive Support Ahead of Time

Companies should be there for their business travelers who experience a disruption in their travel plans trip in a minute's notice, literally. The best way to prepare for the possibility of unexpected changes to even a single itinerary is by enabling reliable, multi-channel support.

Any TMC operating in today's global environment must provide 24/7 365 access to a team of global travel experts that are able to manage bookings for all employees. Support should be reachable through chat, by phone, and by email; and shouldn't require long waits on hold.





Take Care of Employees' Financial Concerns

Leaders need tools that can adapt to the current circumstances -- including their corporate travel card. Leaders need the ability to turn cards on and off at any time as well as increase or restrict employee access to funds for various kinds of spend. Leveraging integrated location data, companies can understand and provide duty of care for employees based on where they are using their TripActions Liquid cards while remaining certain that employees have the tools they need if they must urgently travel home.

In an unprecedented work from home transition, leaders can allow employees to give traditional travel cards for meals or equipment while sheltering in place. Equally as important, executives should be able to gain holistic, real-time control and visibility over spend, even if travel budgets have been reduced or flat-out frozen. All of this is only possible with a modern, virtual corporate card like TripActions Liquid™.

Have a Response Team in Place

Proactively create a crisis response team. Collaborate with representatives from HR, operations, corporate travel, risk management, internal communications and PR who form the plan, regularly run practice drills, and come together to manage situations as they arise.

This includes a 'Work From Home' game plan in collaboration with IT, facilities, finance and people teams so employees are prepared to move from the office to their home quickly.



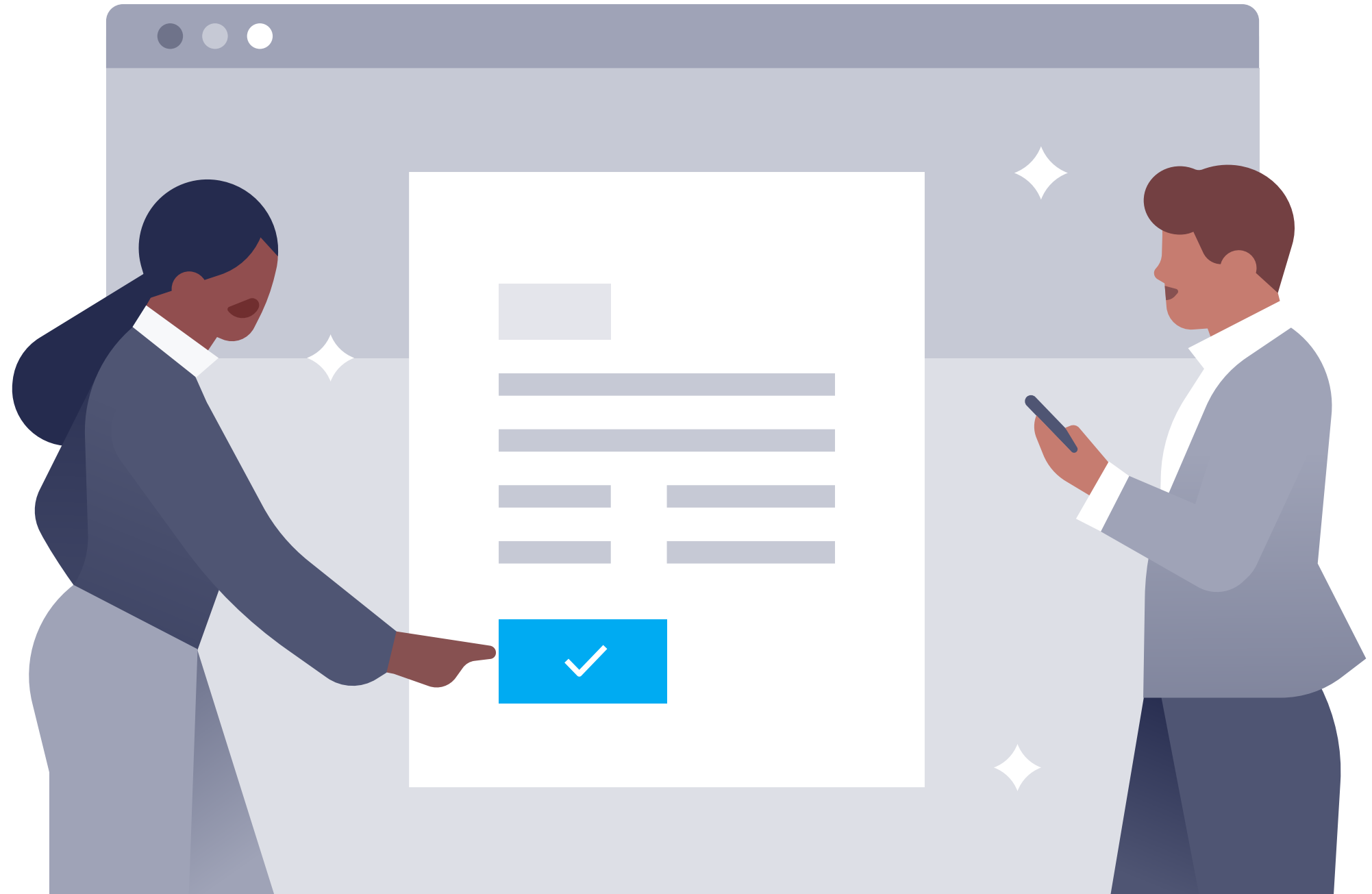


Get in Touch with TripActions Today

Whether you're already a customer or considering how TripActions can better protect your business travelers and bottom line in the future, get in touch. Our team has worked diligently in 2020 to develop the most advanced and responsive tools in the market to help finance leaders, HR and operations professionals, travel managers, and C-level executives get ready for a new kind of business travel and expense management. TripActions provides customers with timely access to information and flexible tools that are critical for ensuring business travel continuity.

Don't wait until the unexpected happens again to take action.

Follow The TripActions Business Travel Continuity™ Checklist and craft a comprehensive corporate travel and expense strategy that prioritizes business traveler safety as well as protects the organization in times of instability. A forward-thinking approach to preparation, communication, visibility, and facilitation will save money and even lives down the road.



TripActions is a leading corporate travel and expense management platform. Trusted by nearly 4,000 companies globally, TripActions empowers organizations with real-time data and insights to make business decisions, paired with flexible T&E management tools that enable quick and decisive action to keep traveling employees safe, control costs and save money.

Learn more at www.tripactions.com. Join the TripActions Community at <https://community.tripactions.com/>.



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