

## COVID-19 HEALTH AND SAFETY: A TRAVEL POLICY REASSESSMENT CHECKLIST

In light of the ongoing COVID-19 global pandemic, many organizations are looking to review and adjust their general travel policy in order to redefine (for the time being and potentially going forward) which business trips are considered permissible, and to ensure traveler health and safety.

As this is a fluid situation, we recommend you work with your legal team, human resources, risk, security, finance and other key leadership to create an addendum to your current corporate travel policy specifically related to travel during the COVID-19 pandemic. It should be a flexible, concise document highlighting the most essential pieces of information so travelers have a clear understanding of your organization's stance including what travel may or may not be permissible, what is expected of travelers and what resources are available to them. The following checklist includes some key areas that organizations should consider in drafting this document:

PERMISSIBLE TRAVEL		✓
1	Does your adjusted policy establish what travel (e.g., by purpose of trip, by destination, by duration) is permissible?	
2	Does your adjusted policy establish which employees (e.g., by title, by department) can and/or cannot travel?	
3	If you normally require travelers to book preferred vendors some or all of the time, does your adjusted policy allow for flexibility with air, hotel and car supplier choices?	
4	Does your adjusted policy include updated ancillary services and fees surrounding transfer to/from airport, onsite airport parking, airport lounge access, hotel facilities usage, in-room dining, etc.?	
5	Does your adjusted policy include new or revised pre-trip approval processes?	
DUTY OF CARE		✓
6	Does your adjusted policy have new or revised risk management processes (e.g., traveler acknowledgement, education, training) around business travel?	
7	Does your adjusted policy incorporate new or revised use of travel agency or other 3rd party risk management services (e.g., mobile app check-in, push communication during emergency situations)?	
8	Does your adjusted policy address the maximum number of employees permitted on the same flight?	
9	Does your adjusted policy document expected procedures for mid-trip traveler exposure, illness, destination outbreaks, travel bans, etc.?	
10	Does your adjusted policy address bookings made outside of the managed travel program to ensure all travel data is available/consolidated for easy visibility into traveler location and status in case of emergency?	

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COMMUNICATIONS		✓
11	Is your adjusted policy available on an easily accessible travel page/mobile app along with supplementary information and resources?	
12	Does your adjusted policy and/or travel page clearly define your pre-trip, mid-trip and post-trip communication plan and methods (e.g., travel agency or 3rd party mobile app, automated communications, emergency email/text/phone contact information)?	
13	Does your adjusted policy and/or travel page educate travelers on new pre-departure processes and expectations when traveling?	
14	Does your adjusted policy and/or travel page incorporate a method to gather traveler feedback and consider traveler sentiment for ongoing program improvements?	
15	Does your adjusted policy and/or travel page include quarantine and 'return to office' requirements and recommendations?	
SPEND CONTROL		✓
16	Is your adjusted policy flexible as your organization's travel volume increases?	
17	Does your adjusted policy mention/list your organization's preferred air carriers and hotels and define when travelers should book these suppliers?	
18	Does your adjusted policy include revised parameters for when travelers should utilize automobile and/or rail versus booking a flight (e.g., based on travel time or distance)?	
19	Does your adjusted policy include revised permissions surrounding rental car reservations as an option to public transportation, taxi and or ride shares?	
20	Does your adjusted policy consider expenses for essential travel needs (e.g., personal mask, hand sanitizer)?	

At Ovation, we remain committed to providing excellent service to our valued clients throughout the COVID-19 global pandemic. For additional information, pages and resources addressing important considerations for organizations as they look to get their travelers back on the road safely, please visit [www.ovationtravel.com/covid-19-resources-guide](http://www.ovationtravel.com/covid-19-resources-guide). Our online resources include risk management/duty of care, travel and approval policies, spend management and travel communications which are updated on an ongoing basis as things change.

