



# BACK TO THE BUSINESS OF TRAVEL

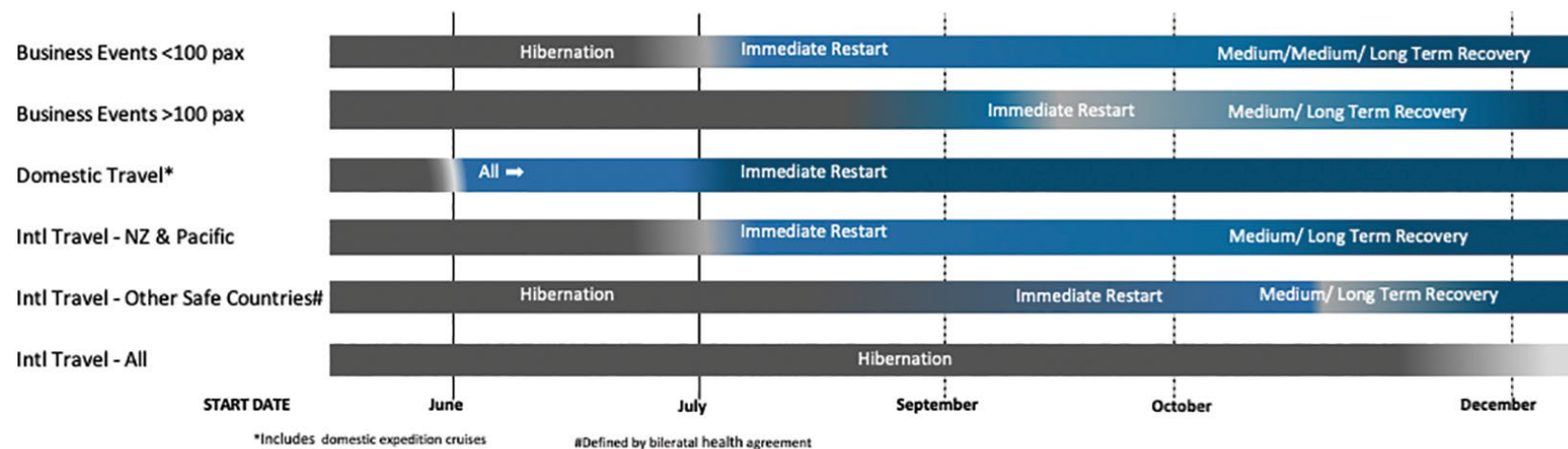
*Advice on getting your business back to travelling from Australia's  
largest network of independent Business Travel Experts*

**helloworld**  
BUSINESS TRAVEL



# GREEN SHOOTS ARE EMERGING... BUT THE LANDSCAPE WILL HAVE CHANGED

Whilst the COVID-19 pandemic has had a significant impact on the travel industry we are starting to see the green shoots of travel resumption emerging. Domestic travel is gradually returning and, with governments discussing travel bubbles, bridges and corridors we can expect to see travel to destinations such as New Zealand, the Pacific and other designated safe countries by the end of the year, followed by more international travel in 2021.



Source: Tourism Restart Taskforce.

However, we need to embrace the fact that travel will change. Airlines, travel companies and the tourism sector as a whole face an unprecedented challenge as a result of the pandemic.

Whilst the *ability* to travel again will be phased and determined by State and Federal Government bodies your business' preparedness and your travellers'

willingness will play a key role is what resumption of business travel looks like for your business.

Travellers will need to feel safe and assured that their health is protected. We will see a shift to touchless travel and a new health safety regime. It is expected that temperature screening, face coverings, simplified cabin service, automated border control and mandatory health declarations will become the norm. As a business

and an employer, you will need to balance between considering costs, health and safety, sustainability and efficiency to get your business up and travelling again. As a member of Helloworld Business Travel, Australia's largest independent network of Business Travel Experts, you can rely on our wealth of experience, expertise and knowledge, coupled with our first-hand understanding of what it's like to run a small to medium size business, to get you safely and efficiently back to travelling.

To help you get started we've created the below guide to getting back to the business of travel.

We're here to help.  
**Your Helloworld Business Travel Experts**

# TRUST

**Confidence will play a critical role in determining when and how you resume your business travel and how willing your staff are to travel; a reason why now more than ever it is important to have a trusted source of reliable, knowledgeable and ethical information.**

When you are ready for your staff to resume business travel, ensuring their safety and wellbeing will be even more important. Travellers will want to know how you will manage the highly complex, country-specific sets of rules applied to international travel. With these rules likely to be changing regularly, and at short notice, you need a Business Travel Expert who demonstrates agility and expertise in looking after your travellers.

You need a Business Travel Expert who has the systems and processes in place to proactively identify the support you and your travellers need, every step of the way. An expert who takes experience learnt from successfully managing business travel through past events and adapts and evolves these to today's world.

Our strong network and industry standing ensures that Helloworld Business Travel members receive constant updates from suppliers and industry bodies ensuring the information we are providing you is current and informative. Our continual investment in tools, technology and services drives innovation in new products, new reporting and easier ways of managing your travel.

Confidence also comes from knowing that you have the backing of a business that has met the highest and most stringent financial and business requirements, providing you with a team who will be around in the future and able to support you in times of crisis.

## CRITERIA TO RESTART:

- TRUST
- CONFIDENCE
- EXPERT KNOWLEDGE & ADVICE
- RELIABLE TOOLS, TECHNOLOGY & SERVICES



# HEALTH AND SAFETY

**For people to feel confident to start travelling again, there will be a rise in sanitised travel.**

Recently consulting firm SimplyiFlying released a report mapping out over 70 areas on the day of travel that would change due to new demands of travellers post COVID-19. These changes whilst ensuring travel is enjoyable, efficient and safe for business travellers, will add extra time to the journey.

There will be added responsibility to ensure your travellers are fit to travel by following pre-trip preparations such as medical checks, departure/arrival screening, vaccinations and providing protective equipment such as masks and gloves.

Your reliance on your business travel expert to provide information on government restrictions, quarantine requirements, country specific risk levels and pre-trip advice, along with traveller tracking to easily locate and communicate with travellers on trip will become even more critical.

Pre-trip checks will evolve from ensuring passport and visas are up-to-date to include criteria such as, is the person fit to travel, have they provided an emergency contact, do they understand the company's insurance policy and do they know who to contact and what to do in an emergency.



## CRITERIA TO TRAVEL:

- FIT TO TRAVEL
- RISK ASSESSMENT COMPLETED
- PRE TRIP ADVICE AND CHECKS
- TRAVELLER TRACKING & COMMUNICATION
- CLEAR EMERGENCY PROCEDURES & GUIDELINES

### IMPORTANT WEBSITES:

Australian Government –  
Department of Foreign Affairs  
[www.dfat.gov.au](http://www.dfat.gov.au)

World Health Organization  
[www.who.int/emergencies/diseases/novel-coronavirus-2019/](http://www.who.int/emergencies/diseases/novel-coronavirus-2019/)

Australian Government –  
Department of Health  
[www.health.gov.au](http://www.health.gov.au)

Entry Restrictions, Rules and Quarantine  
Information  
[www.tripsguard.com](http://www.tripsguard.com)



# RISK MANAGEMENT

**In the new normal, will your current travel policy still be fit for purpose? Does it provide clear guidelines that cover the new health and safety measures travellers will need to adhere to before, during and after their trip? Does it support your duty of care responsibilities?**

Your company must define what is essential versus non-essential travel. The health and safety of your workers is paramount and must take precedence when considering travel for work.

Quarantine protocols may be required for certain countries. This needs to be considered before planning a trip as it will impact financials, productivity and potentially the mental well-being, not to mention personal commitments, of the traveller.

Consideration also needs to be given to those staff members that are not comfortable returning to travel whilst there is still uncertainty or until a vaccine is available.

Are your travellers and other travel stakeholders aware of the policy? Is it easily accessible, well communicated and easily understood? Do they know what procedures to follow if they feel unwell whilst travelling or in an emergency?

Your travel policy should contain guidelines that protect both the traveller and the environment. During lockdown we were given an insight into what the world could look like if we changed the way we travel. Sustainability is now at the forefront of what is important to many travellers. According to one survey, over 58% of business travellers are thinking more about the environment and sustainability than prior to the pandemic.

With the additional complexity to the trip itself, now could be a good time to review your approval structure and other processes to implement a more effective and streamlined pre-trip process.

Now could also be a good time to be innovative with your travel policy and use it as a differentiator for employee retention.

Your Helloworld Business Travel Expert can work with you to review and revise your travel policy, processes and procedures to be fit for the new business travel environment.

## CRITERIA TO REDUCE RISK:

- ENSURE YOUR TRAVEL POLICY IS FIT FOR PURPOSE
- PROVIDE CLEAR GUIDELINES
- COMMUNICATION IS KEY



# PARTNERSHIPS

**As you start to return to travel strong, ethical supplier relationships and top-level industry connections will be critical to a safe, efficient travel process and a frictionless traveller experience.**

As you review your travel policy, now is also the time to review air, hotel and car agreements for opportunities to support the changed nature of travel, and your company's new requirements. The financial health and long-term viability of these suppliers should also be considered.

We can work with you to assess your partnerships and advise accordingly. Helloworld Business Travel members have access to preferred partnerships and commercial agreements with leading suppliers, providers and operators from around the world, providing significant buying power and access to the highest quality travel products.

New factors will also need to be taken into consideration when it comes to both sourcing suppliers, and how travellers choose components of their trip. For example, sanitation will be universally paramount and will become a factor in hotel sourcing and booking decisions.

Concerns around cleanliness and transparency are leading hotels to introduce measures such as sealed rooms, online check-in and digital keys, as well as doing away with buffets and making changes to in-room dining.

Many hotel chains have implemented new health and cleaning programs and The World Travel & Tourism Council is working on protocols under the "Safe Travels" banner to align the public and private sectors with common standards to ensure the safety of its workforce and travellers.

Our role is not only to help to support your business to access the best discounts but also to advocate on behalf of you and your travellers, leveraging our connections to find the best long term, viable and sustainable business travel options for the future.

## CRITERIA FOR AN EFFECTIVE TRAVEL PROGRAM:

- **STRONG, ETHICAL SUPPLIER RELATIONSHIPS**
- **LONG TERM VIABILITY OF SUPPLIERS**
- **ADVOCACY FROM YOUR BUSINESS TRAVEL EXPERT**





# EFFICIENCY AND SUSTAINABILITY

**Business travel will emerge more complicated and complex than it was prior to COVID-19. With that comes the catalyst to make the process of managing, booking and undertaking travel more efficient, streamlined and sustainable for the long term.**

Do you need to reconsider the need for some travel? Can the task be completed effectively via online methods? Can some trips be transformed into a combination of in-person and virtual meetings?

Now is the perfect time to update traveller profiles, revise travel policy and processes, improve internal knowledge sharing and communication methods and ensure you have robust emergency plans in place.

## OTHER AREAS TO CONSIDER:

- Are you monitoring Ticket on Hold Reports and utilising ticket credits before they expire, or applying for refunds on applicable tickets?
- Do you use a self-booking tool for air, hotel and car bookings? Is it configured to manage your new policy requirements?
- If you do hotel chargebacks, have you considered the number of touch points involved and what that costs your business?
- Have you embraced credit card and virtual payment methods to improve security for all parties?
- Are you optimising reporting to understand the trends and opportunities in your travel spend?
- Are you discussing your program with your business travel expert to ensure you are leveraging their knowledge and expertise to ensure your business travel program is in the best shape possible for now and into the future?

## CRITERIA FOR A SUSTAINABLE TRAVEL PROGRAM:

- REVIEW, REVISE, IMPROVE AND COMMUNICATE
- LEVERAGE THE EXPERTISE AND KNOWLEDGE OF YOUR BUSINESS TRAVEL EXPERT



# CRITERIA FOR GETTING BACK TO THE BUSINESS OF TRAVEL



## TRUST

- CONFIDENCE
- EXPERT KNOWLEDGE & ADVICE
- RELIABLE TOOLS, TECHNOLOGY & SERVICES



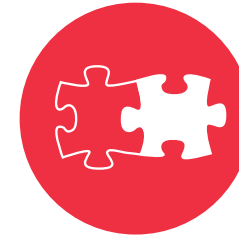
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## RISK MANAGEMENT

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- PROVIDE CLEAR GUIDELINES
- COMMUNICATION IS KEY



## PARTNERSHIPS

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## EFFICIENCY & SUSTAINABILITY

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# WHY CHOOSE A HELLOWORLD BUSINESS TRAVEL EXPERT?

We are a member of Helloworld Business Travel, Australia's largest network of premium independently owned business travel agency and travel management companies, who specialise in travel for the Australian business sector.

<https://hwbt.com.au/>

## A POWERFUL BUYING STRUCTURE

Choosing a Helloworld Business Travel member as your business expert unlocks the best of both worlds – the commitment, dedication and attention to detail of an independently-owned and operated business coupled with the many benefits of our association with Helloworld Travel. Benefits such as:

- Access to a powerful, global buying structure that delivers extensive buying power, market-leading travel solutions and security to our clients, and
- Continual investment in tools, technology and services driving innovation in new products, new reporting and easier ways of managing your travel.

## A DRIVE FOR EXCELLENCE

At the core of every Helloworld Business Travel expert is a passion for excellence. We focus on excelling at every level so that the support and travel solutions we provide meet your goals. Plus, our commitment to ongoing improvement means you continue to benefit from changing market and corporate conditions. We do this through continual investment in tools, technology and services to drive innovation in new products, reporting and even easier ways of managing your travel.

## LIKE-MINDEDNESS

We're business owners and managers just like you. When you choose a Helloworld Business Travel expert as your travel partner, you partner with a team driven by the same imperatives as you and your business. Plus, you deal with the person who owns the business.

## PASSION FOR SERVICE

As commercially astute business owners, we know that it needs to be right first time, every time. We enjoy the challenge of delivering exceptional business-to-business travel service within a framework designed to achieve your objectives.

## RESPONSIVENESS

We believe it's more than just being there when you need us. We believe in systems and people who proactively identify the support we provide to you. So, if travel plans are disrupted, whether through natural or man-made events, our expertise, relationships and reach through Helloworld Business Travel mean you resume your travel plans quickly and safely.

## ENTREPRENEURIAL SPIRIT

Our success as business owners is built on taking personal responsibility for travel solutions that work. It's about meeting the needs of all clients with tailored solutions. Our clients are diverse in size, sector and the level of support you require. Our solutions, too, are diverse and built with each individual client in mind. We

invest time, expertise and commitment in getting it right because we know it matters.

## INDIVIDUALITY AND INTEGRITY

We respect and harness the individuality of each client, employee and supplier and tailor our services accordingly. Integrity, respect and transparency frame every interaction with our customers.

## LOOKING AFTER CUSTOMERS

The Helloworld Travel Limited Customer Charter enshrines our determination to provide excellent customer service and support.

*Helloworld Business Travel is a brand of Helloworld Travel, Australia's largest network of independent Travel Agents, Travel Management Companies and a leading Australian based travel company. Publicly listed on the Australian Stock Exchange (ASX:HLO), Helloworld Travel Limited is a global travel organisation with a diverse array of brands across four key pillars of business: Retail, Corporate, Wholesale and Inbound.*

