

## Back to the Business of Travel Guide: Making the most of your Business Travel Agency's services

Whilst our ability to travel for business is severely curtailed domestically with lockdowns and border closures, and international travel is essentially non-existent, focusing on your company's travel program shouldn't take a backseat. In fact, now is the perfect time to assess your policies, processes and procedures to ensure you are business travel ready when restrictions ease.

For example, in a recent survey of clients across the Helloworld Business Travel network, 63% of stakeholders acknowledged their travel policies either need work or don't currently consider the new risks. Have you looked at your travel policy since the pandemic hit? In the new world of business travel, will your 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?

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Source: Helloworld Business Travel Business Travel Sentiment Survey June/July 2020

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Do you know where to start?

Your Business Travel Expert can help you with this. Leverage their expertise and knowledge. Speak to them about what services they offer to help you to review, revise, write (or rewrite) your travel policy to fit the requirements of the new business travel environment, and how they can help you to promote and communicate these new policies and processes to your people.

**Sharon Stanley**

**National Corporate Manager, Helloworld Business Travel**

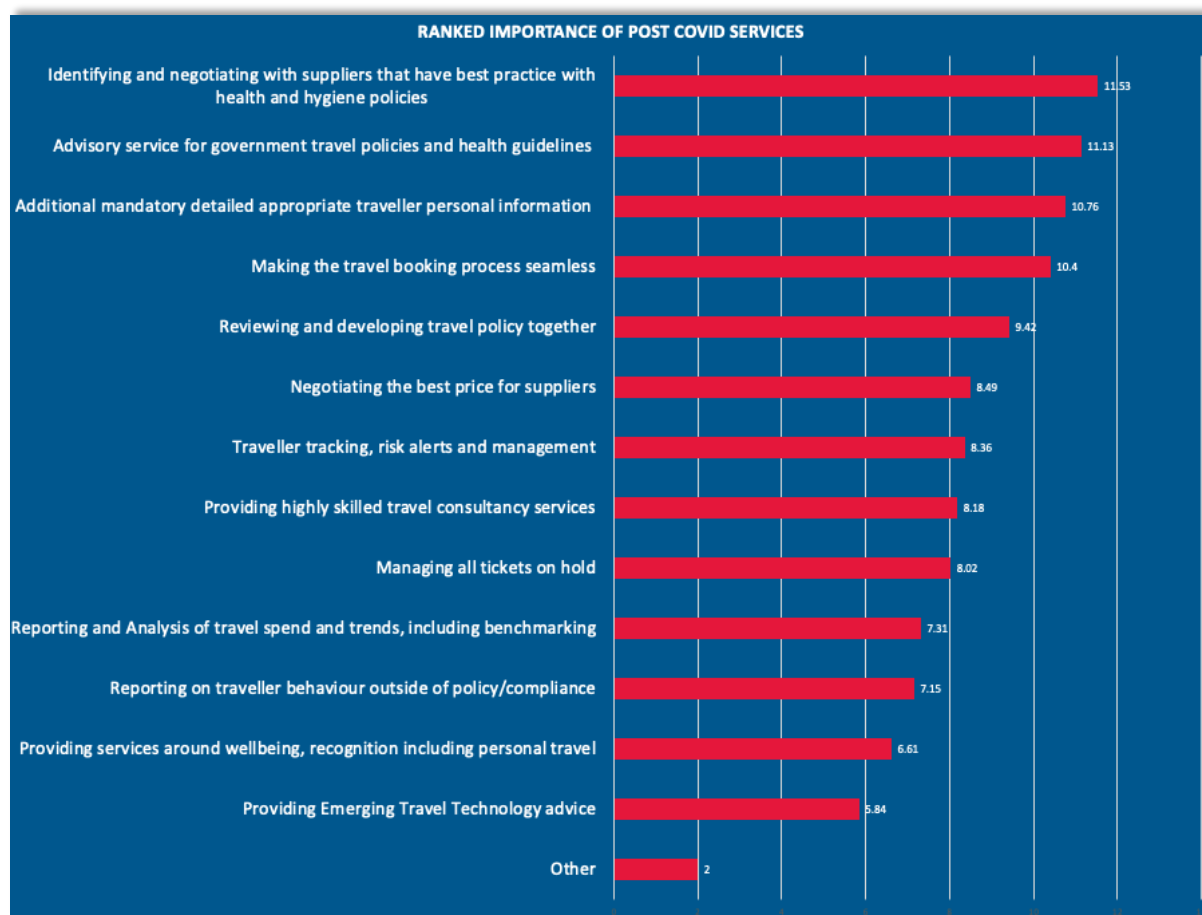
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## Business Travel Experts

There is more to the services of your business travel agency, your Business Travel Experts, than their highly skilled travel consultant services; most offer a wide range of services<sup>1</sup> to holistically support your business travel. For example, services such as travel advisories, traveller tracking and pre-trip alerts, services around travel wellbeing and traveller and travel Booker education on pre-trip requirements and on-trip safety.

Our survey indicated these services will be more important than ever. Top of the list of business travel services stakeholders felt they would be relying on post COVID, was identifying and negotiating with suppliers that have best practice with health and hygiene policies, closely followed by an advisory service for government travel policies and health guidelines.



Source: Helloworld Business Travel Business Travel Sentiment Survey June/July 2020

Are you making the most of these services and the wealth of knowledge and expertise your Business Travel Experts have to offer right now? Are you working with them to shape your travel program to fit the new travel environment?

<sup>1</sup> Some services may be included in your current fee arrangements, others may be offered under a separate schedule of fees, or other value-add remuneration arrangements. Talk to your business travel agency directly about their specific charging models for these services.

Have you identified your key travel program priorities over the next 12 months? On average stakeholders surveyed rated safety and wellbeing of travellers as the highest priority, followed by wellbeing of people they are going to meet, then supplier health and hygiene practices.



Source: Helloworld Business Travel Business Travel Sentiment Survey June/July 2020

Your Helloworld Business Travel Expert can work through a **Business Travel Restart Checklist** with you. Working through a series of questions and a checklist they will help you identify the areas you need to consider, what you may need to initiate or change and what support you will need to implement these changes, before your people resume travel.

### Checklist to Restart

Status	Item
<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <span style="font-size: 0.8em;">Click here</span>  <span style="background-color: #0056b3; color: white; padding: 2px;">Yes</span>  <span>No</span>  <span>Working on it</span>  <span>Need some help</span>  <span>Not required</span> </div>	<p>Do you have a stakeholder team who can make decisions about travel?</p> <p>Have you defined what is Essential and Non-Essential Travel?</p> <p>Have you determined what criteria needs to be in place before you will allow Essential Travel to re-start?</p>
<b>Yes</b>	Do you have a phased approach to resuming travel?
<b>Need some help</b>	If so, is this documented to include what type of travel is allowed in each phase, what approval is required and what risk you are accepting (if any) by allowing this travel?
<b>Yes</b>	Do you have a Travel Policy?
<b>Need some help</b>	If yes, has it been updated to cover the new travel environment. Is it fit for purpose?
<b>Working on it</b>	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? (Some areas to consider; virtual meetings vs travel, quarantining guidelines (eg, do you provide time in lieu?), ridesharing (yes or no), public transport (yes or no), personal vehicles (where possible?) types of transfers, hotel hygiene, purchasing meals at airports, personal protective equipment, medical certificates and more.)

Sample Back to the Business of Travel Checklist to Restart

## Traveller Confidence

Many of the travellers surveyed indicated they were keen to start travelling again with the average willingness to travel rating a 5/10. The survey also indicated a high level of traveller confidence in how well Helloworld Business Travel consultants would service their needs post COVID, with an average rating of 9/10.

The biggest concern about travelling (both domestically and internationally) was health risks having to sit close to others on an aircraft, followed by cleanliness at hotels and then the likelihood of disruptions and cancellations.

The biggest change travellers would like to see before traveling again is certainty around how well air, hotel and car companies are managing sanitation and disinfection (78%), followed by clear government guidelines that it is safe to travel (65%).

To help instil a stronger sense of control and preparedness, ask your Business Travel Expert about preparing a **Pre-Travel Checklist** for your travellers.



Source: Helloworld Business Travel Business Sentiment Survey June/July 2020

### Pre-travel Checklist

#### Plan

- Is travel to this location allowed/possible now?
- Can this trip be managed as a virtual meeting?
- Can this travel be done by driving rather than flying?
- Can this trip be managed as a combination of face to face and virtual meetings to reduce travel point to points?
- Confirm this is allowable/essential travel.
- Are you feeling well? If you are displaying COVID-19 symptoms or feeling unwell, reschedule your travel plans for a later date.

#### Prepare

- Confirm your medical insurance coverage/prepare for special health needs.
- Check documentation for permission to travel.
- Book through your designated Business Travel Agency.

#### In conjunction with your Business Travel Agency:

- Check the travel requirements for the state/country you are travelling to.
- Check any quarantine requirements (domestic and international).
- Check visa requirements and any border restrictions.

*Sample Pre-travel Checklist for travellers*

Your Business Travel Experts are here to help, make the most of their expertise to ensure you have the best possible return to business travel. Contact them today.

## Additional Resources

The Helloworld Business Travel **Back to the Business of Travel** guide is a useful resource, providing comprehensive advice on what to consider in the post COVID environment.

**CRITERIA FOR GETTING BACK TO THE BUSINESS OF TRAVEL**

- TRUST**
  - CONFIDENCE
  - EXPERT KNOWLEDGE & ADVICE
  - RELIABLE TOOLS, TECHNOLOGY & SERVICES
- HEALTH & SAFETY**
  - FIT TO TRAVEL
  - RISK ASSESSMENT COMPLETED
  - PRE TRIP ADVICE AND CHECKS
    - TRAVELLER TRACKING & COMMUNICATION
  - CLEAR EMERGENCY PROCEDURES & GUIDELINES
- RISK MANAGEMENT**
  - ENSURE YOUR TRAVEL POLICY IS FIT FOR PURPOSE
  - PROVIDE CLEAR GUIDELINES
  - COMMUNICATION IS KEY
- PARTNERSHIPS**
  - STRONG, ETHICAL SUPPLIER RELATIONSHIPS
  - LONG TERM VIABILITY OF SUPPLIERS
  - ADVOCACY FROM YOUR BUSINESS TRAVEL EXPERT
- EFFICIENCY & SUSTAINABILITY**
  - REVIEW, REVISE, IMPROVE AND COMMUNICATE
  - LEVERAGE THE EXPERTISE AND KNOWLEDGE OF YOUR BUSINESS TRAVEL EXPERT

Source: *Criteria for Getting Back to the Business of Travel* - extract from the Helloworld Business Travel *Back to the Business of Travel* Guide (June 2020)

The Helloworld Business Travel *Back to the Business of Travel* Guide can be found [here](#).

Useful travel advisory links:

- 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)

*About the survey: The HWBT Business Travel Sentiment Survey was conducted over a two-week period in June & July 2020, collecting anonymous responses from a range of travellers, travel arrangers and travel stakeholders that use a Helloworld Business Travel member agent in Australia. The questions were developed to cover the key pillars of current challenges and potential changes in the travel industry: policy, spend, procurement, price and payment.*



## Why choose a Helloworld Business Travel Expert?

Helloworld Business Travel is 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, marketing-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.

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*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.*