

A Clean New World

Take a look inside to see how we're helping Corporate Traveller customers safeguard their travellers

As countries and businesses start to emerge from hiatus due to COVID-19, a return to business travel is on the horizon.

For some businesses the return will be swift, for others, it's going to take some time. Either way, returning to the skies and hotel rooms are likely to bring some level of anxiety for both travellers and travel managers.

To help our customers make an informed choice when it comes to accommodation, we've rounded up some of the key ways Corporate Traveller and our preferred hotel partners are working to support travellers and safeguard their health and wellbeing.

Duty of Care and what this actually means

When managing business travel, Duty of Care and your travellers' wellbeing should always be at the forefront. No one wants to put employees at risk, and no business travel is worth sacrificing a traveller's safety.

Did you know that under Australia's Work Health and Safety legislation, employers have a Duty of Care responsibility for their employees while they are travelling domestically or overseas? That means you need to have a plan in place and have all of your bases covered.

*A recent survey of Corporate Traveller customers indicated that traveller and supplier health and hygiene considerations topped the list of travel policy considerations to be made post-COVID19.**

A key component of Duty of Care and your travel policy is choosing your suppliers carefully. It's important to use reputable suppliers, particularly for hotels, as this will affect a traveller's overall travel experience and the travel manager's ability to assist in emergency situations. You don't want to compromise on safety or quality, so if you are using local suppliers, make sure they have been vetted or are recommended by your travel manager.

To learn more about Duty of Care and the foundations for an effective travel risk management program [click here](#).

Supplier partnerships - working together for you

Being part of Flight Centre Travel Group allows Corporate Traveller to deliver the widest choice of accommodation options

to customers. This includes access to our exclusive SmartSTAY program, where customers can enjoy more comfort and value at any of the 5,500+ hotels that are part of this global program. Members of our **SmartSTAY program** include global hotel chains such as Accor, Hilton, Hyatt, IHG and Rydges. You can access our online **SmartSTAY global map [here](#)**.

During COVID-19 we've been working closely with our SmartSTAY providers to ensure that they are keeping the health and safety of their guests at the forefront. All hotels in our program are implementing cleaning and safety protocols, and working with organisations to certify that all of their hotels meet the requirements. For example, NH Hotels and Radisson have joined with the **Société Générale de Surveillance (SGS)**, a world leader in certifications, to guarantee the safety of their facilities, and Accor is working with **Bureau Veritas** for their certification.

While the risk of contracting COVID-19 in some regions remains low, our SmartSTAY providers are working with the latest advice from medical authorities, as well as the World Health Organisation (WHO), regarding preventative and precautionary measures.

Some of these measures include:

- Enhanced cleaning and hygiene practices in all areas of the hotel.
- Increased frequency and cleaning protocols of high traffic areas.
- Social distancing measures in foyers, lifts and other common areas.
- Contactless check-in/check-out.
- Pre-packaged breakfast items vs buffet.
- Personal protective equipment for all hotel staff.

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Being part of the Flight Centre Travel Group means Corporate Traveller customers have access to specialised reports from 4th Dimension Business Travel Consulting (4D). 4D has created a report that documents cleaning and safety protocols being implemented at our hotel partners, including all SmartSTAY hotels. You can view the 4D report on Hotel Chain Health Strategies on our website [here](#).

4D are also running a hotel health questionnaire with all properties contracted by 4D for all its global clients. Results will be reported back to each client to assist them in understanding which of their preferred hotels have implemented strict hygiene and cleaning standards.

Technology solutions

Technology is going to play a big part in helping travellers feel safe and confident that their health is protected, which is why Corporate Traveller is prioritising the enhancement of our **award-winning online booking tools and apps** so our customers have peace of mind in what is a rapidly changing environment.

SAVI's Clean Hotel Indicator

Corporate Traveller is working on new booking functionality aimed at providing travel managers and travellers peace of mind when booking accommodation.

Available soon in SAVI, Corporate Traveller's online booking tool, the Clean Hotel Indicator will show the booker what accommodation suppliers

have implemented health and hygiene protocols aimed at reducing the risk of COVID-19.

All Corporate Traveller's SmartSTAY providers meet the Clean Hotel criteria, which includes confirmation that strict cleaning and safety protocols have been implemented, so you will have extra peace of mind that your travellers will be looked after.

Driving COVID-19 safety compliance

Corporate Traveller's technology team is also working on integrating automated safety compliance into its booking process, so customers can achieve greater safety compliance when it comes to their hotel program.

This integration will deliver the ability for Corporate Traveller customers to choose additional accommodation options that adhere to COVID-19 clean hotel compliances.

Top 5 Tips for COVID-Clean Choices:

1. Clean up your travel policy. Work with your Travel Manager to review your preferred program to make sure all hotels are known as COVID clean hotels. Amend your policy to state that employees must stay at a COVID-19 Clean hotel. Corporate Traveller customers will be able to implement this policy change shortly in SAVI through the Clean Hotel indicator.
2. Stay up to speed on regions. Keep across any breaking infections in the

region your employees are travelling to. Are your hotel providers in any COVID-hot spots?

3. Know your hotel. Get across what your hotel providers are doing in terms of cleaning and hygiene practices. All reputable hotels should have this information listed on their website. Another reliable source of information is 4D's report on Hotel Chain Health Strategies on our website [here](#). 4D are also running client hotel RFPs to ask new hygiene questions to hotels as corporates navigate what their new hotel program will look like in 2021.
4. Equip your travellers. Do you need to supply PPE for your employees such as disposable masks, gloves, sanitiser, wipes and a digital thermometer? Having travel packs stocked with these items will go a long way to providing extra comfort for your employees.
5. Ask for feedback. Check-in on your travellers post-trip. Ask if they were comfortable with the accommodation choice, did they see anything that would be cause for concern? Relay this information back to your Travel Manager. One of the benefits of booking all travel with your TMC is if there are any post-trip concerns with traveller health you can easily track their journey using the TMC's reporting.

Need help restarting your travel program? Get in touch with Corporate Traveller by calling 1300 732 280 or visiting corporatetraveller.com.au