



5 steps to prepare your travel program for crises



Ensuring the safety and well-being of employees while they're on the road is a vital responsibility known as duty of care. Crises can't always be predicted, but these five steps will give you a framework to prepare your travel program to respond effectively.

1. Visibility

Make sure you have up-to-date records on who is travelling, where, when, and why.

Set up real-time reporting to maintain visibility and enable quick response during a crisis.

Use a central dashboard to provide decision-makers with a clear view of at-risk employees during a crisis.

2. Security alerts

Implement systems for automatic alerts of known risks in high-risk or conflict areas.

Set up alerts for both ongoing and emerging risks, including political instability, natural disasters, and health emergencies.

Prepare a process to notify affected travellers immediately when an alert is issued.

Provide travellers with real-time, accessible updates regarding the status of their destination and recommended precautions.

Monitor social media and global news for unreported risks to stay ahead of potential disruptions.

3. Crisis-specific processes

Develop templates for various crisis types (e.g., weather, political, medical).

Create specific response frameworks tailored to each crisis scenario, so your team can adapt quickly and confidently.

Establish a predefined communication and decision-making process that ensures consistency across all crisis types.

Ensure your crisis protocols include detailed steps for evacuation, accommodation, and rebooking logistics.

Regularly test crisis protocols through simulated drills to ensure staff are well-prepared.

4. Communication

Identify and inform all crisis management stakeholders about their roles in advance.

Prepare crisis communication templates for internal and external messaging to ensure a consistent, transparent, and empathetic response.

Ensure travellers know how to access crisis support resources, including contact numbers.

Provide travellers with easy access to a mobile app or platform where they can check-in and receive real-time updates during crises.

5. Continuous improvement

Regularly review and refine crisis management plans to stay effective and responsive.

Conduct annual risk assessments and adjust your strategy based on the evolving geopolitical landscape, travel restrictions, and global health threats.

Learn from past crisis experiences and incorporate best practices from similar businesses.

Leverage data and analytics from your crisis events to improve response times, communication processes, and recovery efforts.

Expertise and technology working together: Our duty of care solutions

At Corporate Traveller, we combine the expertise of our travel specialists with the power of our technology to ensure your travellers' safety and readiness for any crisis.

Real-time risk alerts

Our technology keeps you informed of potential threats and disruptions, providing timely alerts for high-risk destinations. Our team of travel experts are also available to help interpret these alerts and guide your travellers with recommended actions.

Traveller visibility reports

We offer comprehensive travel and safety reports, enabling you to quickly locate and support travellers in times of crisis. Alongside our reporting tools, our travel experts are on hand to provide insights and assist with tailored support based on specific traveller needs and situations.

Tailored crisis support and expertise

Our dedicated Customer Success team partners with your organisation to create a duty of care program customised to your travel policies and safety priorities. This includes strategic advice, crisis response planning, and proactive solutions that work seamlessly with our technology to keep your travellers informed, prepared, and safe.

Additionally we will help you to set up an automated data feed of traveller booking information to your chosen third-party travel risk management (TRM) provider. This automated data flow will support and enable externally sourced TRM services such as travel alerts, traveller tracking and communication.

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Connect with our experts to discuss your crisis management needs and learn how we can help.