



# **Navigating Business Travel in a COVID-19 Endemic World**

THINGS ARE TURNING AROUND AND  
GLOBAL RESCUE IS READY TO HELP YOU  
GET BACK TO BUSINESS

When the pandemic hit more than a year ago, business as usual vanished. Companies that had once relied on in-person relationships now had to try and maintain those relationships almost entirely on Zoom. Travel was all but eliminated.

Human resource departments like yours were caught in the middle, shouldering much of the burden of defining how companies should move forward during the pandemic.

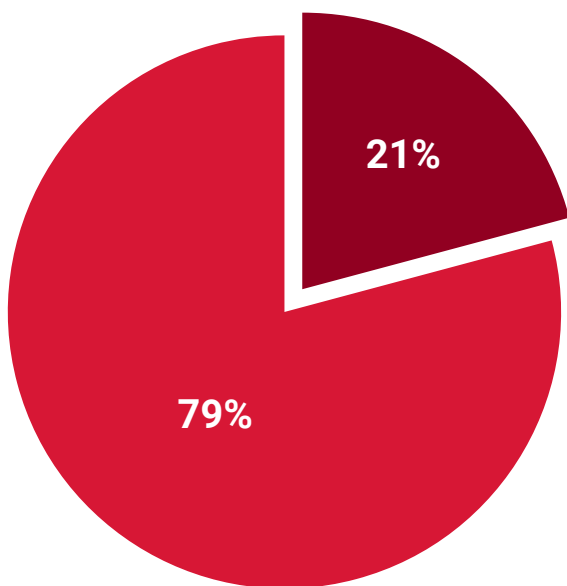
Human resource leaders are eager to see things get back to normal, as are their colleagues. "We all have Zoom fatigue and miss face-to-face, in-person meetings, business lunches and celebratory dinners," said Laura Smith, vice president of

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Global Human Resources for Digital Intelligence Systems. "Some staff are still worried and don't want to travel, while the majority want to."

Now, as vaccines become widely available, you will once again be thrust into the role of shaping new policies for your company, and that includes deciding when and how to resume business travel.

We're here to tell you that it can be done, and done well. You just need the right partner to mitigate the risks.



## COMFORTABILITY OF TRAVELING AFTER RECEIVING THE VACCINE

- Comfortable with travel: **79%**
- Not Comfortable with travel: **21%**

Source Global Business Travel Association (GBTA)

## A CASE STUDY IN DOING IT RIGHT

This past April, Global Rescue partnered with the World Travel and Tourism Council (WTTC) to pull off the first international in-person event since the pandemic started.

The stakes were high. More than 600 top officials from 40 different countries – most of which were in the very early stages of vaccine roll out – were in attendance. But Global Rescue stepped in with confidence, knowing that the outcome of this conference would be heavily scrutinized by travel journalists and government officials and make a significant impact on many influential people around the world.

“We knew Global Rescue was the best in the field and we had no hesitation reaching out to ask for help with this world-leading event,” said Andrew Brown, regional director of World Travel & Tourism Council. “On our staff call, you could see the relief in everyone’s eyes knowing Global Rescue would be on the ground and the safety, health and hygiene processes were in place so nothing could go wrong. And if something did go wrong, we had a safety net behind us.”

Safety preparations started months in advance. WTTC and Global Rescue reviewed the global requirements and recommendations from the World Health Organization (WHO), the Centers for Disease Control & Prevention, the UK Government and the Government of Quintana Roo. Strict health and safety protocols were designed and sent to attendees in advance of the event.

Weeks before the conference, Global Rescue deployed a team to Mexico to complete a comprehensive survey of local emergency medical resources and services, evaluate health care capabilities and build relationships with hospital administrators.

Close to 1,500 PCR and antigen tests were administered during the event. Social distancing was strictly enforced – mask wearing was mandated in all indoor venues and all seats were a minimum of 1.5 meters apart throughout indoor venues.

### THE RESULT?

Only two individuals tested positive on arrival and were declined admittance.

One individual tested positive prior to departure but, due to enhanced health and safety protocols, no further positive cases were reported 10 days after the summit.

Global Rescue also remained on hand for security purposes, supporting WTTC event staff, maintaining contingency communications and transportation capabilities, and integrating WTTC delegates into Global Rescue services as required.

“Our Global Summit was proof that testing – along with enhanced health and hygiene measures, mandatory mask wearing and complimented by the global vaccine rollout – is the key to safely reopening international travel,” Virginia Messina, WTTC senior vice president, told Travel Press. “We truly believe we have shown the world how international events, and indeed international travel, can take place by observing the latest health and safety protocols.”

“The initial result was peace of mind for the 600 participants, on-site staff and journalists traveling to the event. The final result was that the conference was run safely and successfully, proving it can be done – even before many are vaccinated,”

– Dan Richards, CEO of Global Rescue

## READY TO MOVE ON

Examples like this from the WTTC on how to approach international gatherings come at the right time, as many businesses and employees find themselves ready to move on from the pandemic—but not without safety precautions.

“I’ve worn the hat of being the COVID-19 policy and process leader – from office openings and closures, transitions back, travel, mask wearing and more. My stance has been on keeping it simple – provide simple procedures based on CDC guidelines and state and local government guidelines for our offices across the U.S.” Smith said.

Companies now face a whole new challenge. As the world opens up, how can companies resume travel in a way that is safe, while factoring in the unique challenges of a COVID-19 endemic world?

“The first thing to know is that HR staff must have a seat at the table to do this well,” said Harding Bush, associate manager of operations at Global Rescue. “The security teams that make the strongest plans have consulted with the HR department. The first thing to know is that HR staff must have a seat at the table to do this well,” said Harding Bush, associate manager of operations at Global Rescue. “The security teams that make the strongest plans have consulted with the HR department.”

“In many ways, companies are reinventing their travel strategy,” said Stephanie Diamond, vice president of human capital management at Global Rescue. “A comprehensive strategy that keeps business goals in mind while protecting its people is foundational. There is so much to consider and a company like Global Rescue is the partner you need to navigate this new world. We’re here to say: ‘There is a path forward. We’ll help you chart it and then walk it with you.’”



According to its 19th poll measuring the impact of COVID-19 on business, the Global Business Travel Association (GBTA) found three out of four respondents feel their employees are “willing” or “very willing” to travel for business in the current environment, continuing the month-on-month positive trend for a return to travel.

## SOLUTIONS FOR COVID-19 ENDEMIC BUSINESS TRAVEL

In the coming months, you will need a clear travel strategy that supports the bottom line while reassuring your employees you have their safety top of mind. Global Rescue exists to help you develop and execute that strategy.

From planning to response, Global Rescue services are completely customizable to meet the unique needs of your business.

As the leading provider of travel risk, crisis management and response services, the in-house experts at Global Rescue have extensive experience assisting companies in creating and executing their travel policies. Our teams are supported by our proprietary GRID<sup>SM</sup> journey management platform and our exclusive relationship with the Johns Hopkins Emergency Medicine Division of Special Operations.

Global Rescue medical, security and intelligence experts will support you as you create your new travel policies and begin to send employees back to business. For many, a thorough screening and tracking strategy will be a part of travel moving forward. Global Rescue's GRID platform will allow you to securely collect and store information, while also keeping up to date with destination reports that include COVID-19 specific information.

Should an emergency occur, Global Rescue medical and security experts can fully coordinate all aspects of advisory and evacuation. Services may also include global telehealth, which includes access to trusted physicians with substantial expertise in global traveler medical concerns. This fully-integrated model provides access to doctors for real-time diagnosis and treatment from anywhere.

"There is nothing worse than arriving at your destination and then contracting a sickness that keeps you from the purpose of your trip," Diamond said. "Global Rescue can connect you with doctors for telehealth consultations to diagnose your needs and match you with the best medical care on the ground."

“They’re not the same,] [Health insurance will pay your bill, but Global Rescue is more personal. It’s not insurance. It’s a partnership.”

## A NEW STANDARD OF EMPLOYEE CARE

As you create your business travel plans, we know you may receive some questions about how Global Rescue's services differ from insurance.

"They are not the same," says Diamond. "Health insurance will pay your bill, but Global Rescue is more personal. It's not insurance. It's a partnership. You can call Global Rescue whenever your employees are in need and we are there to help."

"Global rescue is proactive; insurance is reactive," adds Bush. "You can use us before, during and after travel. We don't just help you when problems come up; we help you avoid them altogether."

Global Rescue is your partner for business travel. We are not travel insurance. We are the expert planners, risk analysts and emergency responders you can't do without in a COVID-19 endemic world.

"The reality is, employee expectations have changed in response to the trauma of a pandemic," says Diamond. "They want to travel, they want the business to thrive, but they also want to know they will be protected should the unthinkable happen."

## PLANNING FOR THE FUTURE AND BEYOND

No one expected a pandemic, and no one knows what the next vulnerability will be whether it's for an individual or a broader population. We do know the people, businesses and industries that are best prepared will be most resilient to any challenge. Part of that preparation includes an all-hazards emergency protection solution for medical and security crisis, like COVID-19. Global Rescue will be with you as you prepare, available to vet and discuss your new approach to business travel and identify any risks that might be on the horizon.

We have worked closely with clients, governments and health care providers to deploy integrated travel risk and crisis management solutions for more than 15 years.

With more than 20,000 operations worldwide, Global Rescue has been at the forefront of some of the world's most challenging crises. COVID-19 has deeply impacted companies around the world, but as history has shown, business is resilient, and we will soon see travel pick up around the globe.

“Business will thrive when employees know they are cared for. That's what will get them out of their homes, onto a plane and in that critical meeting across the globe – knowing that if something happens, they will be supported.”

– Stephanie Diamond, Global Rescue

## WE'LL BE THERE WHEN IT MATTERS MOST

This past year has been hard enough on human resource departments. Knowing you have a partner like Global Rescue to help you chart out the future of travel for your company provides invaluable peace of mind for you and your employees.

Our team is made up of men and women who are deeply passionate about protecting people. We are critical care paramedics, physicians, nurses and military special operations veterans. We understand the risks that keep you up at night because we've made a career of facing them head on.

We have done the work to anticipate crisis and to know what to do when one inevitably occurs. In order to face the COVID-19 endemic world with confidence, you need a partner like us to be there when it matters most.

And that's our promise to you: we'll be there to help you shape your company's approach to COVID-19 endemic business travel; we'll be there when you put your first employees back on a plane; we'll be there if crisis strikes.

**We'll be there when it matters most**

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