

# Effective risk management for real-world travel

What real travel risk management looks like (and how to build it into your program)

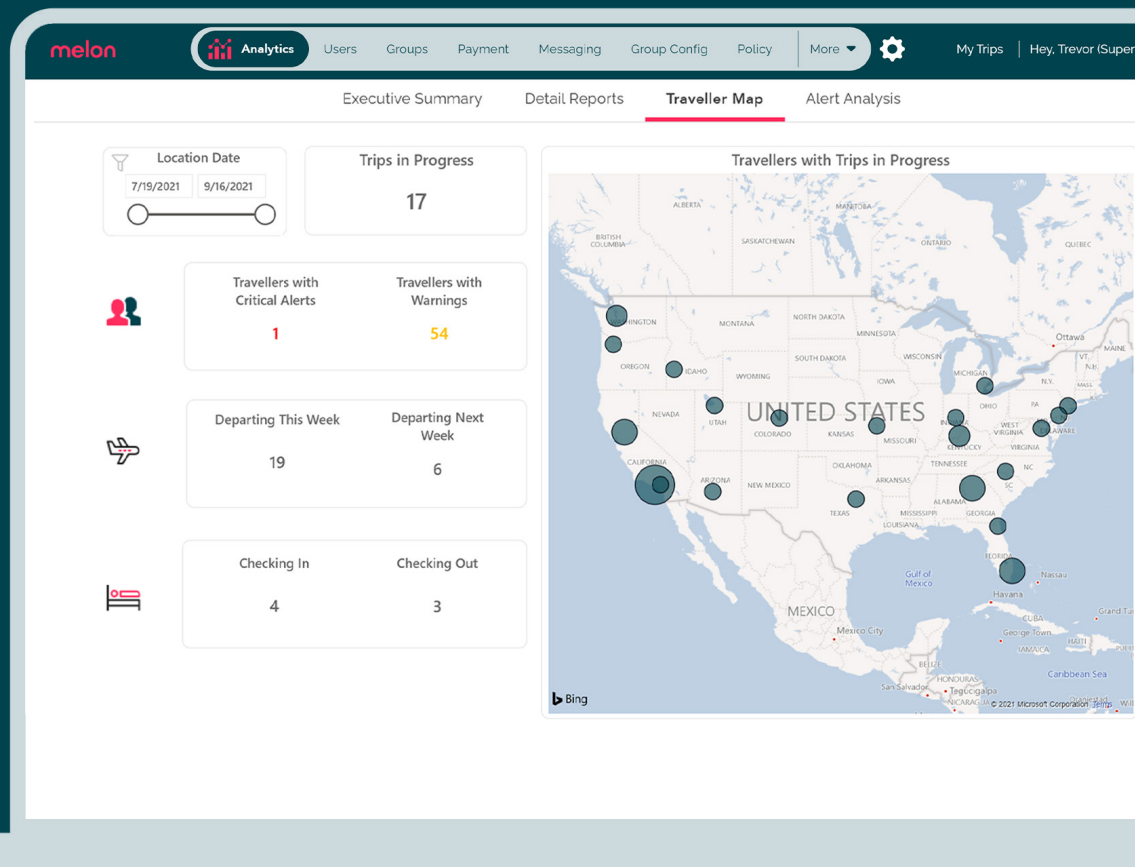


✈ DEPARTURES ✈					
11:40	BERLIN	B0	082B	CANCELLED	
12:00	KIEV	K8	005K	CANCELLED	
12:05	HONG KONG	H5	087H	CANCELLED	
13:00	DAKAR	D3	009D	CANCELLED	
13:30	NAIROBI	N8	072N	CANCELLED	
14:00	NEW YORK	N1	006N	CANCELLED	



CORPORATE  
TRAVELLER™

# Let's talk duty of care



**The greatest responsibility of any business—and their TMC—is to bring travellers home safely. That's the heart of duty of care. Yet, up to 50% of business travellers are still flying uninsured or under-insured. That's a big gap.**

If you don't know where your travellers are, what support they have, or how to act when things go wrong, it's time to rethink your risk management strategy.

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of business  
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# Update your travel policy

**Start with the basics. A smart, flexible travel policy sets expectations and keeps your teams aligned.**

**Here's what to include:**

- What types of travel are allowed (and which aren't)
- Guidance on approved bookings, classes, and flexibility
- Emergency steps for travellers and internal teams
- Clear resources for high-risk regions, including local laws and customs

**The best policies aren't long, they're usable.**



# Don't skimp on travel insurance

**Two words: comprehensive cover. Lost baggage is annoying. A medical emergency in a remote area is far worse. Having the right insurance in place makes all the difference.**

**Make sure your provider offers:**

- Crisis response and on-the-ground coordination
- Support for delays, natural disasters, or civil unrest
- Clear exclusions and transparent terms

**If you don't understand it, ask. If it's not enough, push for more.**



## Turn to tech

**Real-time travel tools keep you ahead of disruption. Good tech doesn't just send alerts—it empowers travellers to make decisions confidently.**

**Corporate Traveller's Melon platform gives travellers:**

- Flight updates and delay notifications
- Destination-specific safety information
- Direct access to consultants when needed

**It's a safety net with both AI and human touch.**



## Trust the experts

**Risk management isn't DIY. Your travellers need more than notifications, they need experienced people backing them up.**

**A strong TMC will:**

- Monitor global events and deliver proactive safety alerts around the clock
- Offer immediate, human-led assistance via emergency click-to-call
- Navigate complex rerouting, cancellations, and rebookings during disruptions
- Liaise directly with airlines, hotels, and ground transport providers to solve issues quickly

**Whether it's a missed flight or an unfolding crisis, the right support makes the difference between a hiccup and a disaster.**



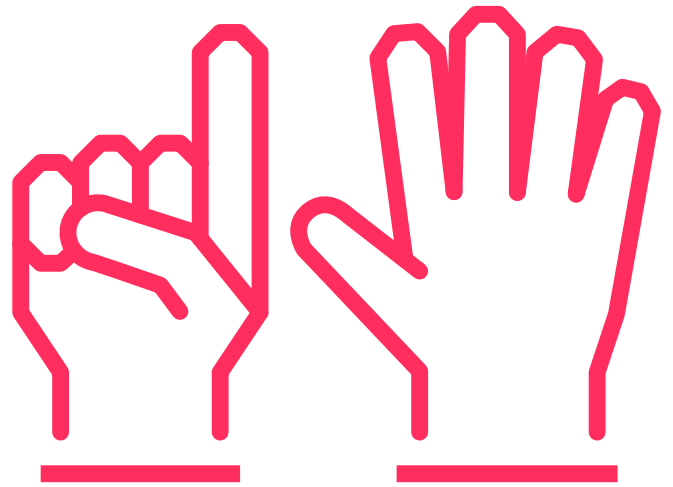
# Simplify, consolidate, and listen

**Fragmented bookings  
= fragmented visibility.  
Consolidating all your travel  
through one trusted source  
makes it easier to track travellers,  
enforce policy, and act quickly.**

**Questions to ask suppliers:**

- Is there reliable transport nearby?
- Is the accommodation secure?
- Is staff on-site 24/7?

**Don't leave details to chance.  
Do your due diligence.**



# Put your people first

**Travellers aren't robots.  
Some are anxious. Others are  
seasoned road warriors. The  
best programs flex to fit both.**

**Start with:**

- Hotel perks like early check-in, complimentary breakfast, and Wi-Fi
- Giving travellers a day to unwind before or after a trip
- Creating direct feedback channels so you know what's working

**The more supported travellers feel, the  
better they perform, and the safer they are.**

**Want to protect your  
people and strengthen  
your travel program?**



**Let's build a plan that  
holds up when it counts.**



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