



Your Corporate Travel program post covid-19

We simplify the business of travel.

Phil Hoffmann
corporate travel

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What does your Corporate Travel Program look like post COVID-19?

A look to the future...

Business and industry are facing a new challenge in the wake of COVID-19 that is impacting how business is done and will be done in the future. The unprecedented effect on all Australian businesses has thrust us into uncharted territory and presented us with the unknown, and many questions, forcing businesses to look at how they operate now and what that means for the future.

Amidst the current coronavirus climate, Phil Hoffmann Corporate Travel is poised to work through a custom Corporate Travel Policy for your business. As a travel company that is built on 30 years of exceptional personalised service, our number one priority at this time is to use our vast experience to offer the support, expert travel advice and security you deserve for the fastest path to business recovery.

You may already be asking questions or looking for advice and information on what travel will look like in the 'new normal', such as what flight operations will look like when borders open? Will corporate deals be affected? How to prepare for travel in a new environment? How to stay updated on the latest travel advice? And how will Phil Hoffmann Corporate Travel support you when it's time to travel again?

As we look forward we find ourselves in a unique position to identify opportunities to be and do better. With every disruption or downturn in history, old ways give rise to new opportunities and better ways of doing business. With this pause in travel, now is an opportune time to review your current travel policies and evaluate the future of each element of your corporate travel program, ensuring risk assessment, reliable support and expertise and value is at the forefront of discussion.

We have developed this handy guide to highlight imperative and key areas for your business to consider and look at how Phil Hoffmann Corporate Travel can support and guide you through the process.

How to start the road to recovery with a new Corporate Travel Program...



Trust



Health & Safety



Risk Management



Efficiency & Sustainability



Partnerships

Let's begin.



Trust an expert

It's more important now than ever to prepare a new business travel program with Phil Hoffmann Corporate Travel as your trusted partner.

We have seen the travel industry change immensely over the past 6 months. It has been and forever will be evolving, however, now more than ever we are seeing that traveller safety, 24/7 support and risk management are at the forefront of every travellers, company and travel management company (TMC's) minds.

You may find your travellers now have questions about what travel means for them and what changes do they need to be aware of. By re-assessing your travel policy, you can ensure you are best prepared for the future with the right tools, policies and support in place for when you do begin to re-introduce your employees to travelling.

Confidence will play a critical role in determining when you resume your business travel, a reason why now more than ever it is important to have a trusted source of reliable, knowledgeable and ethical information.

When you are ready to resume business travel, Phil Hoffmann Corporate Travel will ensure we support you and your travellers to manage the highly complex, country-specific sets of rules applied to international travel. With these rules likely to be changing regularly and at short notice, you need a Business Travel Expert who demonstrates agility and expertise in looking after your travellers to ensure their safety and wellbeing.

For peace of mind, Phil Hoffmann Corporate Travel has the systems and processes in place 24/7 to proactively identify the support you and your travellers needs, every step of the way. You can rely on your own dedicated expert who takes experience learnt from successfully managing corporate travel through past events and adapts and evolves these to today's world.

- ☑ **Confidence**
- ☑ **Expert knowledge & advice**
- ☑ **Reliable tools, technology & services**



Health & Safety

Determine your needs

The world is a different place, and this may impact your travel needs and policy, and the need to ensure you are prepared for any situation.

Where some companies have had policies in place around Executive teams, airlines and who is and isn't allowed to travel on the same flight, do you now consider flexibility, airline policies, support and all travellers in your business?

Risk Management

Risk Management is now a priority. Let us help you to ensure your processes are up to date and allow you to assess the level of Risk a trip may present to the employee and the company itself.

Travel Policy and compliance

How tight is your travel policy? Do you have an approval process in place? Are your staff and employees booking within that policy and the guidelines presented to them? Now more than ever businesses need to ensure they have a Policy that matches their needs and requirements – no one policy is a 'one size fits all' scenario – you have to ensure it is tailored to suit your business. Let us help you put in place:

- ☑ **Fit to travel**
- ☑ **Risk assessment completed**
- ☑ **Pre trip advice and checks**
- ☑ **Traveller tracking & communication**
- ☑ **Clear emergency procedures & guidelines**
- ☑ **24/7 support**



Risk Management

Analyse your previous travel program

Knowing and understanding an overview of your former travel is important. It provides information regarding travellers deals and policies in place, spend incurred and your approval process. It also shows how travellers were tracked and accounted for.

Risk Management

In the new normal it is important to update policies and provide clear guidelines that cover the new health and safety measures travellers will need to adhere to before, during and after their trip as well as support your duty of care responsibilities.

Your company must define what is essential versus non-essential travel.

Quarantine protocols may be required for certain countries, and the impact needs to be considered as it will impact financials and productivity.

Communication is critical, with all travellers aware of your policy and procedures in the event of an emergency.

Let Phil Hoffmann Corporate Travel help you:

- ☑ **Ensure your travel policy is fit for purpose**
- ☑ **Provide clear guidelines**
- ☑ **Communication is key**



Efficiency & Sustainability

Revise your Travel Policy

Having an up to date Travel Policy that is fluid to change when both your business requirements and the travel industry changes ensures that both your company and employees continue to have confidence whilst travelling. A mandated policy provides peace of mind that all areas of your travel policy are signed off for maximum efficiency.

You can manage who books, who travels and how they travel – negotiating deals with preferred suppliers via your TMC who are able to benchmark across local businesses and industry. We can assist you in assessing if your policy is too flexible or not flexible enough. Who can book travel? Who can make changes to travel once booked? Ensure a travel approval if required and who mandates these users?

Preferred suppliers

Are your current agreements maximising the benefit for the company, employee and a purpose of travel?

We can assist you to:

- ☑ **Review, revise, improve and communicate**
- ☑ **Leverage the expertise and knowledge of your business travel expert**



Partnerships

As you start to return to travel, strong, ethical supplier relationships and top-level industry connections will be critical to a safe, efficient travel process and a seamless travel experience.

As we assist you to review your travel policy, now is also the time to review air, hotel and car agreements for opportunities to support your company in meeting all of your travel requirements to ensure maximum benefits are received. The financial health and long-term viability of these suppliers should also be considered.

We can work with you to assess your partnerships and advise accordingly. As a Helloworld Business Travel member, Phil Hoffmann Corporate Travel have access to preferred partnerships and commercial agreements with leading suppliers, providers and operators from around the world, providing significant buying power and access to the highest quality travel products.

New factors to consider when it comes to both sourcing suppliers, and how travellers choose components of their trip may include flexible booking conditions, sanitisation, hotel and airlines safety policies, alliance with new health and cleaning programs and The World Travel & Tourism Council is working on protocols under the “Safe Travels” banner to align the public and private sectors with common standards to ensure the safety of its workforce and travellers.

Our role is not only to help to support your business to access the best deals but also to advocate on behalf of you and your company and travellers, leveraging our connections to find the best long term, viable and sustainable business travel options for the future.

- ☑ **Strong, ethical supplier relationships**
- ☑ **Long term viability of suppliers**
- ☑ **Advocacy from your business travel expert**



Let us guide you

Our team of highly experienced Account Managers are ready to support and guide you through the review process to ensure your business has a robust corporate travel policy in place. We take the time to understand your travel needs and provide the support and experience to provide you confidence in the decision you are making for your corporate travel. We believe travel for business should be personalised, uncomplicated and meticulously handled – it's that simple.

What information do you need?

Having an idea of what your travel is going to look like and what you want to get out of your travel will assist. A forecast of future projects, meetings and travel needs will allow our Account Managers to evaluate what your requirements are and where opportunities lie.

What do you do now?

Contact us.

When you are ready and have assessed your needs and requirements our expert Account Managers are ready to review your Corporate Travel Policy and answer any questions via our dedicated business hotline: call 1800 220 029 or send an email to btaccountmanagement@pht.com.au.

**Forget
everything you
think you know
about travelling
for business...**



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