



Be Data Ready for Duty of Care Identifying Blind Spots in Travel Data Coverage

Comprehensive duty of care coverage depends on having complete, timely, and accurate information about your employees’ travel plans. Most managed travel programs have gaps in their data coverage resulting from travel bookings, changes, or cancellations that were made outside of the mandated tool or agency channel (program “leakage” or “off-channel bookings”). Without a defined data source for these details, they cannot be integrated into risk management and duty of care services – leaving both the company and its employees at risk.

To ensure your travel risk management team has full data visibility into all corporate travel bookings, including those booked outside your TMC, review the checklist below with your duty of care, HR, security, and executive teams for stakeholder alignment.

	Y	N	?	ITEM	DATA SOURCE / PROVIDER
Pre-Trip Planning				Flight Itinerary Details: TMC Bookings	
				Flight Itinerary Details: Off-Channel Bookings ⁱ	
				Flight Itinerary Details: Schedule Changes (All Itineraries)	
				Lodging Itinerary Details: TMC Bookings <ul style="list-style-type: none"> Hotels Alternative accommodations (AirBnB, Sonder, etc) Extended Stay Personal accommodations 	
				Lodging Itinerary Details: Off-Channel Bookings ⁱ <ul style="list-style-type: none"> Hotels Alternative accommodations (AirBnB, Sonder, etc) Extended Stay Personal accommodations 	
				Ground Transportation Details: TMC Bookings <ul style="list-style-type: none"> Car rental Black Car / Limo / Scheduled service 	
				Ground Transportation Details: Off-Channel Bookings ⁱ <ul style="list-style-type: none"> Car rental Black Car / Limo / Scheduled service 	
				Meeting details (time, location, schedule)	
				Destination risk information	
				Immigration requirements (visa, passport, etc.)	
				COVID requirements (quarantine, testing status, etc)	
				Data integration to centralized management reporting tool	
In-Trip Details				Flight status alerts	
				Ground transportation details – on-demand providers (ie, Uber, Lyft, Grab, taxis, etc.)	
				Contact information for employee	
				Address location for accommodations	
				Address location for meetings	
			Communications protocol to contact employees in case of emergency (SMS, phone, email, etc)		

Duty of Care | Data Readiness Checklist

	Y	N	?	ITEM	DATA SOURCE / PROVIDER
Post-Trip Reporting				Employee Feedback: Safety and Security – Travel Suppliers ⁱⁱ	
				Employee Feedback: Safety and Security – Destination and Location ⁱⁱⁱ	
				Employee Feedback: Satisfaction and Performance – Travel Suppliers ^{iv}	
				Health: potential Covid-19 exposure risk evaluation ^v <ul style="list-style-type: none"> • Traveler health • Contact tracing protocol • Communications protocol for notification of potential exposure 	
				Itemized cost detail (fare/rate, taxes, fees, incidentals, etc) <ul style="list-style-type: none"> • Flight • Hotel folio • Car rental folio • Ground Transportation (Taxi, Rail, Uber/Lyft, car service, etc.) 	

NOTES

ⁱ All travel segments booked outside agency or corporate booking tool, including, but not limited to, those booked directly with travel suppliers, via online leisure agencies like Expedia or Hotwire, or through third party meeting and event services

ⁱⁱ Capture employee feedback regarding the health and safety performance of the travel suppliers they utilized during their trip to assess risk of using those suppliers within your corporate travel program

ⁱⁱⁱ Capture employee feedback regarding the health and safety performance of the destination to assess viability of near-term business travel to that location

^{iv} Capture employee feedback on general satisfaction with the travel suppliers they utilized during their trip to evaluate continued usage of those suppliers within your corporate travel program

^v Protocol for assessing health risk to employees, colleagues, and family members upon an employee’s return from a company-sponsored business trip