

TRAXO

Travel Managers Office Hours: Supplier Perspectives on Corporate Travel Recovery

Please see below for detailed Q&A from our webinar on June 10, 2020. We are grateful to our panelists for taking the time to share their insights on the webinar as well as following up with the selected questions submitted by webinar attendees.



PLEASE NOTE: the feedback provided below was based on the current situation and policies of the relevant suppliers at the time of the webinar. All information is subject to change without notice. Participants are not legal, regulatory or medical experts so please consult with your company legal resources and duty of care, risk management, and security providers for authoritative information on the latest pandemic and regulatory updates.

Q: Mask or no mask: hot button issue for many people. How are suppliers addressing situations where a traveler isn't wearing a mask, whether personal preference or due to medical condition?

This is a fluid situation which continues to evolve, and we recommend checking resources shared in the webinar presentation for latest updates. As noted in a recent [BTN article](#):

"The major U.S. carriers have agreed to take a harder line on enforcing passenger facial covering requirements aboard their aircraft, according to industry trade organization Airlines for America.

Alaska Airlines, American Airlines, Delta Air Lines, Hawaiian Airlines, JetBlue Airways, Southwest Airlines and United Airlines all have agreed to a set of policies around facial coverings that include "consequences for noncompliance."

IHG: In the Americas, IHG is requiring all of hotel colleagues to wear masks or face coverings. Outside of the Americas, frontline hotel staff will wear masks or face coverings in line with country-specific government guidelines as required. Additionally, guest hygiene kits, which contain a pre-packaged mask, are available upon request.

Q: For Scott: Will masks become more important?

SG - The consumer perspective is that masks are an important element in making them want to fly again. I think business travelers will be expected to wear masks throughout their journeys as a company-directed safety measure, and as a way to show respect for their fellow travelers and - importantly - for their hosts.

Q. Will the option to change your flight, due to full loads, require a reissue fee or will this be waived since it's offered as an option by the airline?

United - For regularly scheduled flights that are expected to be fairly full, United will let you change your flight with no change fee or receive a travel credit for your trip. We'll do our best to contact you about 24 hours before your departure time so you can decide before you arrive at the airport.

Q. Is there any website out there that covers all US carriers and their efforts for cleanliness? Also, airport measures to this effect as well?

Some resources to check out:

- Travel Industry: https://www.ustravel.org/sites/default/files/media_root/document/HealthandSafetyGuidance.pdf
- Air Travel: <https://www.iata.org/en/youandiata/travelers/health/>
- Lodging: <https://www.ahla.com/covid-19-resource-center>
- ACTE: <https://acteconnect.acte.org/home>
- You may also check with your Duty of Care provider as many of them are compiling details about these topics as well.

Q. United - what are the policies in place about using masks during the flight?

United - All travelers are required to wear face coverings during their entire flight, except when eating or drinking. We encourage you to bring your own face covering, but our customer service agents will be able to provide them if you don't have one when you board our aircraft. Some travelers, including individuals who have a medical condition or a disability that prevents them from wearing a face covering, those who cannot put on or remove a face covering themselves and small children, are exempt.

If you refuse to follow United's face covering policy while onboard a United flight, you will lose your travel privileges on United for a certain period of time that will be determined when we review the incident. If a flight attendant notices or is informed of a traveler onboard who is not wearing a face covering and that traveler isn't exempt, the flight attendant will proactively inform the customer that for the health and safety of everyone, face coverings are mandatory for all customers and crew on board. They'll also offer to provide a mask if needed. If the customer continues to not wear their face covering, the flight attendant will report the incident

so it can be reviewed. After the flight has reached its destination, the security team will investigate the incident and take the necessary action regarding the customer's travel on future United flights.

Q. Unfortunately many people don't wear masks in public. What are airline employees being taught, told, etc.. if a passenger refuses to keep theirs on? I can see this as being anxiety provoking for travelers. I.e.- the person next to me won't wear it. Do I have to speak up? Will the flight attendants do anything?

United - If a flight attendant notices or is informed of a traveler onboard who is not wearing a face covering and that traveler isn't exempt, the flight attendant will proactively inform the customer that for the health and safety of everyone, face coverings are mandatory for all customers and crew on board. They'll also offer to provide a mask if needed. If the customer continues to not wear their face covering, the flight attendant will report the incident so it can be reviewed. After the flight has reached its destination, the security team will investigate the incident and take the necessary action regarding the customer's travel on future United flights.

Q. Uber - are the drivers sanitizing their vehicles throughout the day given you're picking up multiple users a day?

Uber - The health and wellbeing of our communities is our highest priority during this time. Our focus on safety is unwavering, and we remain committed to arming our drivers and delivery people with the information they need to stay safe. We have rolled out a number of new features and policies to help ensure their health and well-being while operating across our platform, including no-contact delivery, providing drivers with sanitizing supplies, requiring face coverings for both drivers and riders, and more

Q. Uber: ISOS TravelTracker is working all over the world? Or only in US?

Uber - Yes, shared Uber for Business and International SOS clients can get enhanced Duty of Care features through the International SOS TravelTracker all over the world.

Traxo also has support for integrating Uber ride information (as well as other travel bookings like air and hotel) to Duty of Care providers, including ISOS, WorldAware, Drum Cussac, Anvil Group, and more. This service is available via Traxo Connect, and can complement Uber's direct integration with ISOS.

Q. Uber - individually packaged meals will increase waste. What is Uber doing to do this in an eco-friendly way?

Uber - While any meal or delivery packaging is decided on by the restaurant themselves, Uber has taken steps towards reducing plastic waste where we're able. One example is we've changed the default on orders so that straws, utensils, or other single-use plastics need to be requested in the app or they will not be included in delivery.

Q. Uber-is your reporting integrated with any back office product, like Concur?

Uber - Uber for Business currently integrates with SAP Concur to drive cost savings, improve travelers' experiences, streamline and automated expenses, and increase visibility. The integration is free for existing SAP Concur customers.

Traxo also supports integration of Uber booking and receipt details with a company's reporting and expense applications (as well as duty of care services as noted above) via Traxo Connect.

Q. From Scott's proposed paradigm, my question is how can companies focus on that change while also trying to recovery financially? Travel is usually only seen as the "cut cost, do not ask" category

SG - The focus must now shift to reducing the costs associated with traveler friction, as these costs are now much much higher than the supplier costs. This means supporting suppliers that are investing in health and hygiene efforts, like what United, Uber and IHG are doing. It also means communicating with your travelers about the health and hygiene initiatives these suppliers are taking, in order to reduce the traveler's anxiety about traveling. "Covid anxiety" is in my mind the biggest cost - this is the one to focus on. We must as an industry bring this cost down dramatically.

Q. United - how are you determining which cities and schedules to start adding to your flight network? Is there a resources to offer to travel managers?

United - Yes, a great resource is our new Network Insights tool. The tool can be accessed directly through United's Jetstream platform and is resource for corporate travel managers to help rebuild our network. You can also speak to your sales manager about your route needs or add your requests directly into Jetstream to indicate the flights on which you expect to have a demand for travel and that information will be shared with our Network Planning team.

Q. IHG - Is this approach to extend 2020 rates your global strategy or for the US only?

IHG's approach which includes extending 2020 rates and amenities through December 31, 2021 and using our chainwide discount to offer market appropriate rates is a global strategy. IHG hotels are being educated on the approach and will be using this to guide their approach to the 2021 RFP Season.

Q. IHG- Wil the Dynamic Discount dual load rates be applicable for remainder of 2020 as well?

IHG - Corporate Negotiated rates and the chainwide discount will continue to display together providing customers with additional assurance that they are receiving a market appropriate rate while delivering cost savings.

Q. IHG - from a hotel's perspective, which segment or customer profile would be the first to start travelling again

IHG - Industry analysts suggest that recovery will begin with leisure, small and medium sized corporate travel, and finally larger companies with corporate travel.

Q. IHG - if hotels are gonna hold pricing for next year with reduced inventory and demand, is it fair to assess that the short to medium term dynamic pricing will be more attractive than corporate contracted rates

IHG - In a lower demand environment, we expect that the negotiated rate will often act as the ceiling rate, and the chainwide or other corporate dynamic pricing products will likely become the primary rate that is booked as they drift below the negotiated rate price point.

Q. Scott do you say about the final scenario, is developing herd immunity could be an option?

SG: Herd immunity will likely - hopefully - happen, but it is more an outcome than a strategy. Buyers and suppliers of travel must continue to invest in health and hygiene improvements throughout the travel journey, while society waits for an effective vaccine.