

# Traveler risk in today's world: Go, no go, already there

# Agenda

Macro identifiers

---

Travel risk management plans

---

Incident management strategies

---

Communication protocols

---

Christopherson tools

---

Additional resources



# Current macro risks



## Political hot spots

- Mexico
- Ukraine
- Iran
- Taiwan



## Health-related issues

- Viral outbreaks
- Sanitary concerns



## Weather

- Seasonal storms

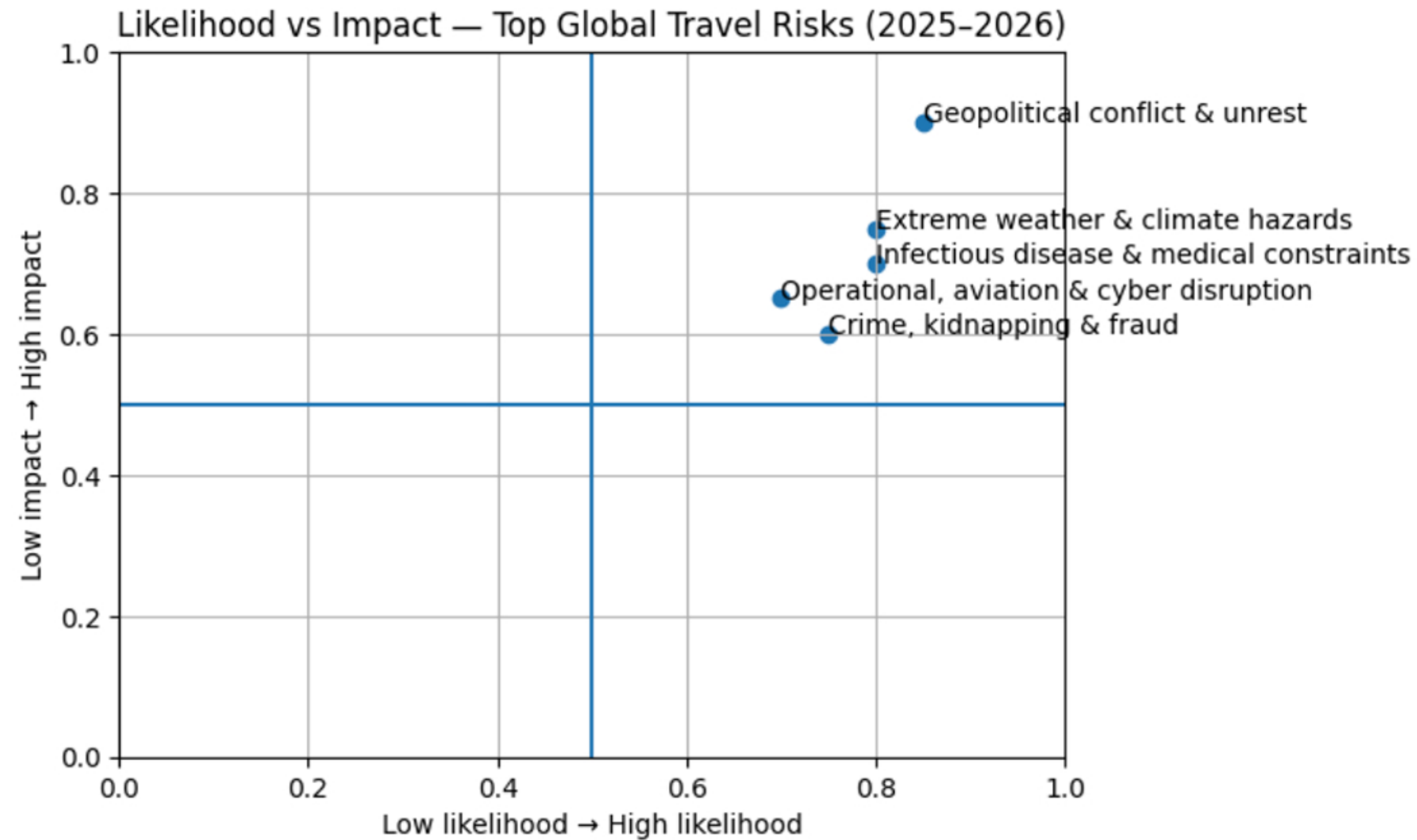


## Natural disasters

- Earthquake
- Floods
- Fire



# Risk impact and probability graph



# Travel risk management plan

Identify and engage risk team

---

Destination exclusion(s)

---

Approvals for travel

---

Incident management

---

Third-party options/integrations



# Incident management



Event trigger

---

War room set-up

---

Identify impacted travelers

---

Triage: safe or need assistance

---

Shelter in place or extract

---

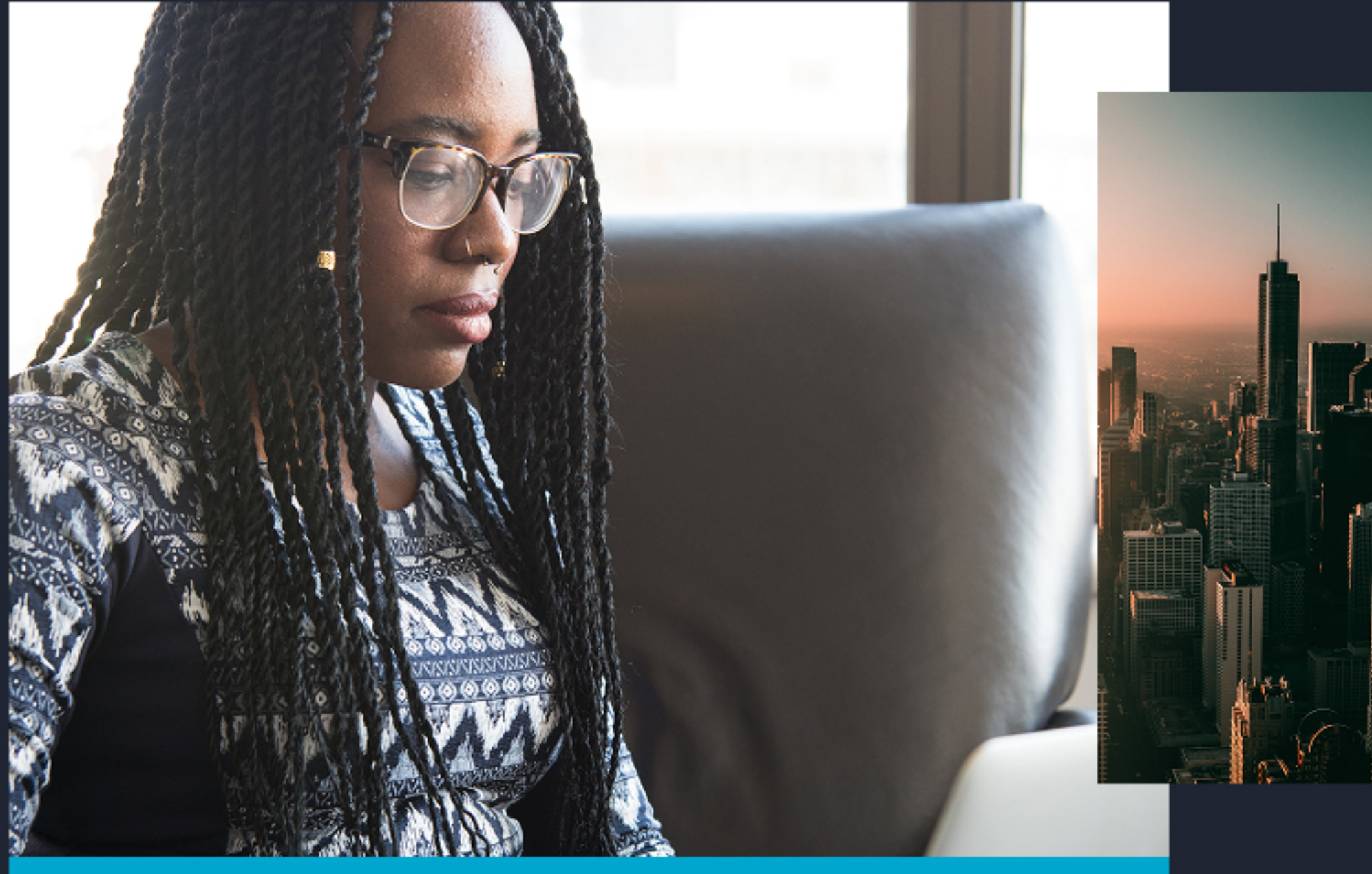
Post event debrief

---

Follow-up communication



# Communication strategy



OBT targeted messaging

---

Email communication

---

Update internal travel page

---

Itinerary messaging

---

Current contact information

---

Know before you go



# Christopherson tools — AirPortal



Security logic



Automated alerts



Safety check



Map filtering



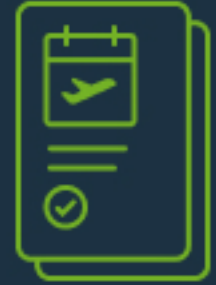
Reporting



GDAC



# Christopherson tools — Andavo Admin



Real-time flight data



Configurable  
notification center



Global risk alerts



Map filtering



Trip oversight



Reporting



# Smart Traveler Enrollment Program

Smart Traveler Enrollment Program (STEP) is a free service to allow U.S. citizens and nationals to enroll their trip abroad so the Department of State can accurately and quickly contact them in case of emergency.

## Benefits

- Get updates about health, weather, safety, and security for your destination
- Plan ahead using information from the local U.S. embassy.
- Help the embassy or consulate contact you if there is an emergency like a natural disaster, civil unrest, or a family emergency.

STEP Program



# Next steps

①

Review current configuration with your Account Team

- a. Messaging
- b. Alerts
- c. Itinerary contact information
- d. Data integration

②

Identify missing elements

③

Implement any needed changes

④

Communicate changes to travelers

⑤

Consider running a simulation event

⑥

Distribute International Business Traveler guide





Thank you

