



# MANAGING A PROLONGED CRISIS: 2020 AND BEYOND

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# Housekeeping

- Answering questions previously submitted
- Available on website
  - Recording
  - Presentation (as a .pdf document)

## Moderator



**John Rose**  
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## Presenter



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# AGENDA

- COVID – 19 “Musical Chairs” and Uncertainty
- Coping with the ‘New Normal’ and Providing Emotional Support
- Managing the Future after COVID-19: The Road to Recovery
- Managing Other Risks in 2020: Example Hurricane Season
- Enterprise Risk Management
- Practical Tips



## COVID-19: “MUSICAL CHAIRS” & UNCERTAINTY

Our final destination depends on many factors:

- Flight restrictions
- Border closures
- Lockdowns
- Restricted movement
- Furloughs and layoffs
- Unspecified timelines



# ADAPTING TO THE “NEW NORMAL”





## WAYS TO STAY PRODUCTIVE WORKING FROM HOME

### BUILD A HEALTHY DAILY ROUTINE



Work from home does not mean that you have to be “on” all the time. Build habits that help you maintain a sense of normalcy.

**01**



MAINTAIN **REGULAR**  
WORK HOURS.  
**AVOID OVERTIME.**

**SET PRIORITY**

**02**

**START AND END YOUR  
DAY WITH A ROUTINE**

AM: wake up, get dressed etc.  
PM: take a walk, have coffee etc.



**03**

**SET FREQUENT BREAK TIMES  
FOR LUNCH/COFFEE**



**04**

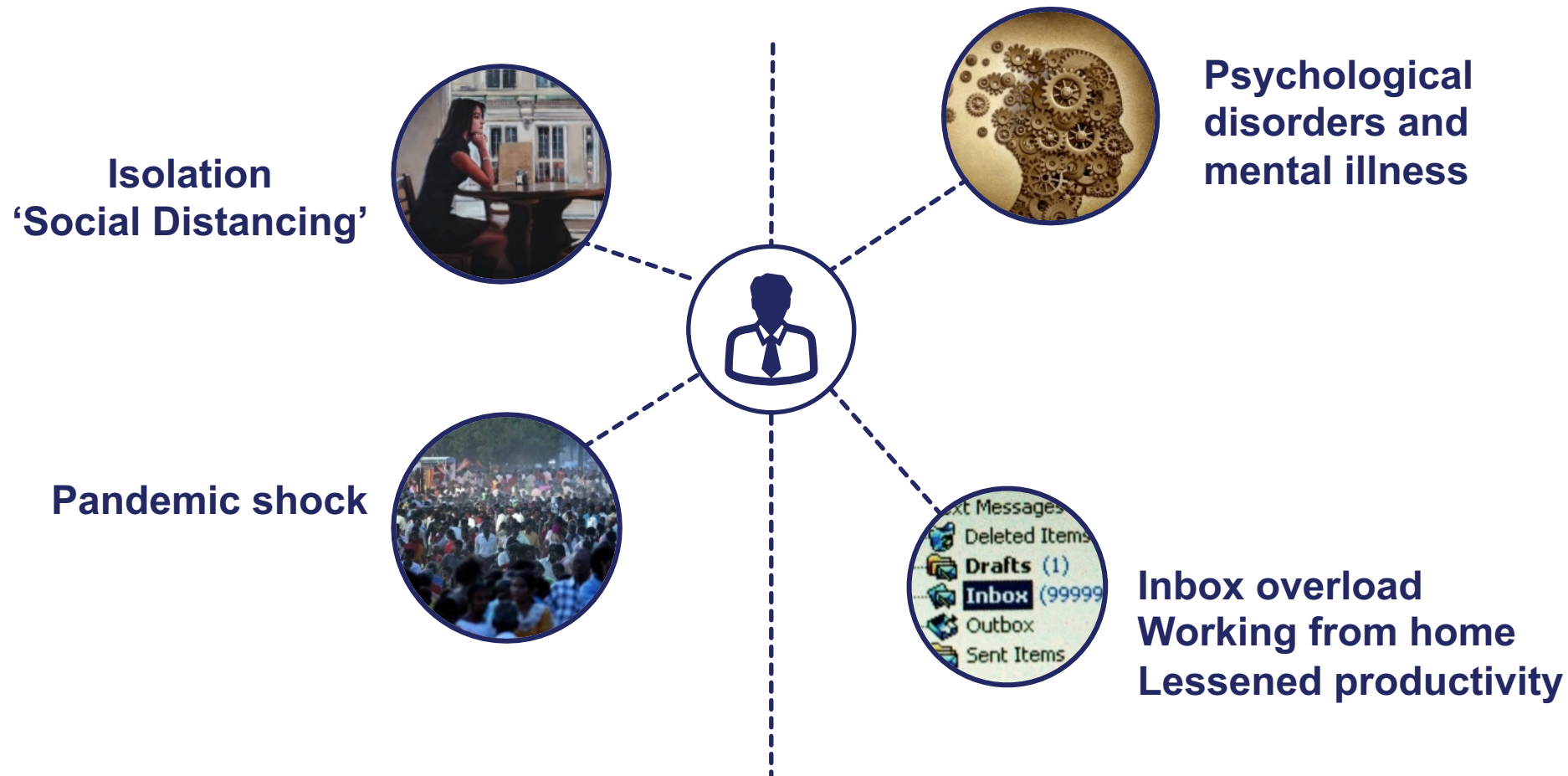


SET A DEDICATED  
**WORK STATION AND  
GROUND RULES**  
AROUND IT

E.g. Kids not to disturb  
during work hours.

# EMOTIONAL SUPPORT IS KEY

Psychological & Emotional Consequences





# EMOTIONAL SUPPORT TIPS

**Taking care of yourself, your friends, and your family can help you cope with stress. Helping others cope with their stress can also make your community stronger. Things you can do to support yourself:**

**Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.**

**Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.**

**Make time to unwind. Try to do some other activities you enjoy.**

**Connect with others. Talk with people you trust about your concerns and how you are feeling.**

**Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.**



# LOOKING AHEAD

Managing the Future

*Travel Will Return*

- What will your Travel and Travel Risk Program look like?
  - Multiple factors will play a part:
    - Travel vendor recovery
    - Individual company resilience
    - Traveler mindset
    - Budget
  - The role of the travel buyer will evolve
  - Travel will partner closely with HR, Medical and Security





**NATURAL  
DISASTERS**

**TERROR  
ATTACKS**

**OTHER  
OUTBREAKS**

**CIVIL  
UNREST**

# MANAGING OTHER RISKS IN 2020



**CLIMATE CHANGE  
WILL EXACERBATE  
THE OCCURRENCE  
OF ENVIRONMENTAL  
DISRUPTIONS  
IN 2020**

**NATURAL DISASTERS AND EXTREME WEATHER  
EVENTS WHERE INTERNATIONAL SOS SUPPORTED  
IMPACTED ORGANISATIONS (2017-2019)**





# ENTERPRISE RISK MANAGEMENT

A photograph of three business professionals in a meeting. A man in a dark suit is leaning forward with his head buried in his hands, appearing stressed or exhausted. Two women, one in a grey blazer and one in a white blazer, are seated next to him, looking down at documents on the table. The background is a bright, modern office setting.

# ENTERPRISE RISK MANAGEMENT

- Organizations will be under **unprecedented financial and legal stress**
- Many employees will have been **furloughed or laid off**
- **Recovering** the business will be slow and uneven for global organizations
- **Work from home** will be the norm through the recovery phase and likely into the future
- **Travel will come back** – short burst out the gate for operations and clients/prospects
- Travel will be **tightly controlled** given financial stress – will not return to pre-COVID levels for 12-18 months
- Meetings and Events will continue to be impacted. **Virtual Meetings** taking hold.

# PREPARATION AND PLANNING

## Policy/Procedures:

- Be prepared for a patchy Travel Program return: region by region

## TMCs:

- Even major TMCs rely on small partners in some international markets:
- Need for Plan B. and possibly Plan C.

## Focus on Travel Data:

- Management scrutiny of all trips. Expense control

## Meetings:

- Necessary meetings will come back
- What % of virtual meetings will replace in person meetings?

## Continued Crises:

- Should you prepare for more waves of COVID-19 over next 18 months (Fall/Spring)?



# ENTERPRISE RISK MANAGEMENT & FORWARD PLANNING: A TO-DO LIST

✓ Plan for new travel program, travel policy and travel risk program

✓ Review your TMC and Suppliers strategy

✓ Ensure you have a robust tracking and data strategy that covers your total workforce

✓ Prepare for future waves of COVID-19 or the next event

✓ Create a Business Resilience Plan

✓ Review your Assistance and Insurance provider contracts



# PRACTICAL TIPS

## SYMPTOMS INCLUDE:



Fever



Cough



Sore throat



Shortness of breath  
/ Difficulty breathing

**Stay informed and follow advice given by your healthcare provider.**

**For up to date information you can visit our website:**  
**<https://pandemic.international.sos.com/2019-ncov>**

### DISCLAIMER:

This pocket guide has been developed for educational purposes only. It is not a substitute for professional medical advice. Should you have questions or concerns about any topic described here, please consult your medical professional.

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## COVID - 19

### BASIC PROTECTIVE MEASURES AGAINST COVID-19

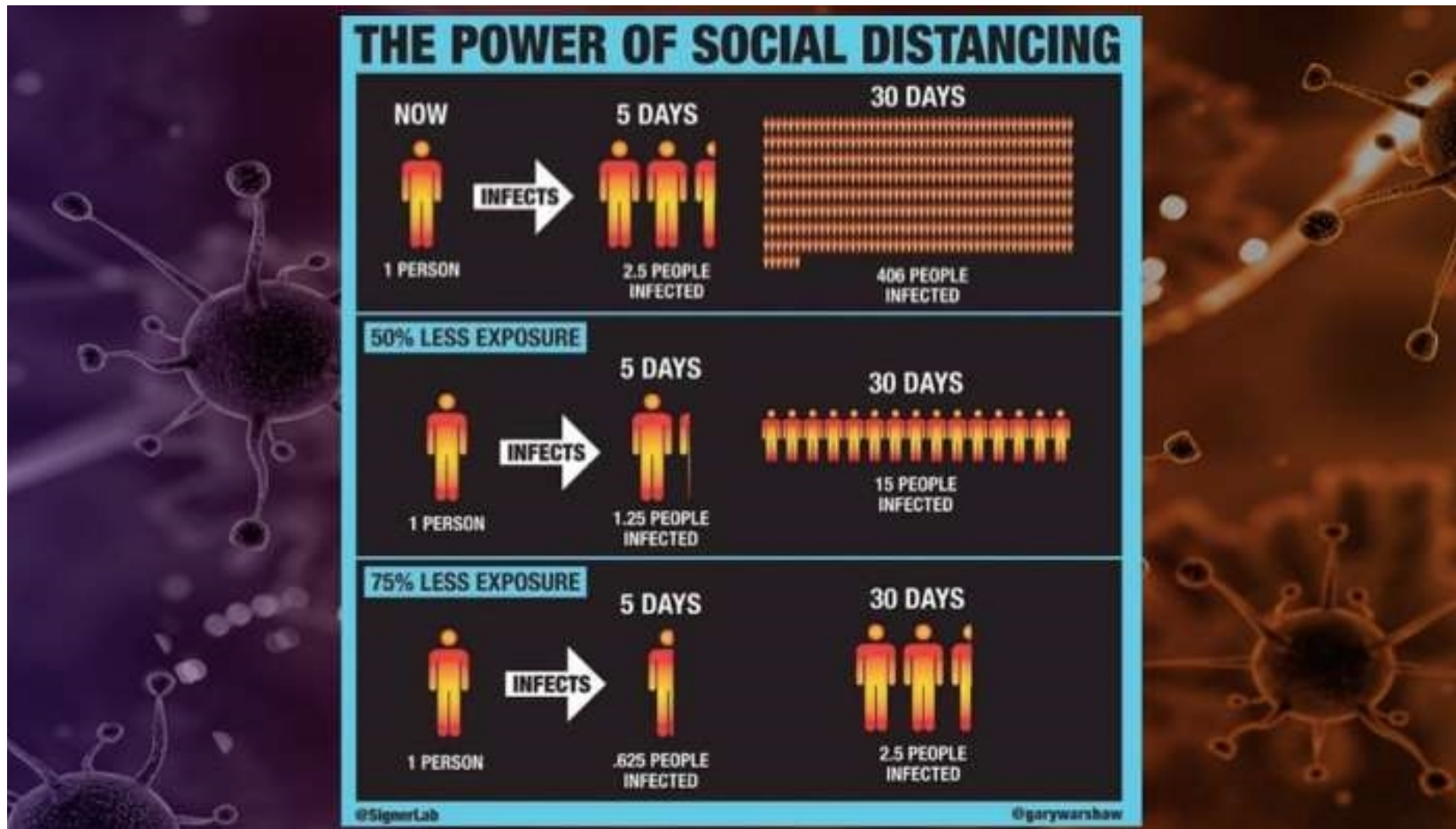
- Pay strict attention to hygiene. Wash your hands frequently
- Avoid crowded places. In public areas, as much as possible, keep 1-2 metres away from others.
- Do not share food, drinks and personal items
- Do not travel if you are sick
- Avoid touching your face
- Anyone who has any symptoms, even if only mild, should stay home and seek medical advice.

**General good health habits including eating well, regular exercise and sleeping well will help to support your immune system and, longer term promote good health.**

### PROTECT YOURSELF AND MAINTAIN GOOD PERSONAL HYGIENE BY WASHING YOUR HANDS FREQUENTLY WITH HAND SANITISERS OR SOAP AND WATER:

- After coughing or sneezing
- Before and after attending to sick people
- When hands are visibly dirty
- After handling animals or animal waste
- Before, during and after you prepare food
- Before and after eating
- After toilet use
- Before and after participating in clean-up activities
- After touching your nose or mouth

# THE MOST IMPORTANT MESSAGE YOU CAN COMMUNICATE





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# THANK YOU

# GBTA Risk Committee

# GBTA Membership Resources During COVID-19

- Dedicated coronavirus page with resources, news and polls results  
[gbta.org/news-advocacy/gbta-statement-on-coronavirus-resources](https://gbta.org/news-advocacy/gbta-statement-on-coronavirus-resources)
- GBTA HUB – GBTA's Online Community with virtual conversations regarding current and relevant business travel issues. Hear from other members about challenges and solutions to issues you may be currently facing. Visit [hub.gbta.org](https://hub.gbta.org)
- GBTA Daily News Brief - Daily email highlighting pertinent business travel news

We're here to help - Questions about membership, resources, GBTA Hub?

Please email [membercare@gbta.org](mailto:membercare@gbta.org)

## What's Next?

- We will answer more of your questions with future offerings
- Recording and Presentation will be available on our website
- Please take the time to fill out the brief survey





**Thank you for attending!**