

October 6, 2009

Worldwide

Successfully managing the A(H1N1) global pandemic

Health, safety and business continuity in travel

At Carlson Wagonlit Travel (CWT), we are committed to minimizing the impact of unpredictable events on business travel. We are also focused on maintaining the highest levels of service, even under difficult or unusual circumstances that could affect our operations. The current A(H1N1) global pandemic raises important questions about traveler health and safety, business continuity planning, and effective communications that we would like to address.

Although A(H1N1) is the dominant influenza strain in most parts of the world today, it is considered no more dangerous for otherwise healthy adults than seasonal flu. Consequently, the World Health Organization does not recommend limiting or restricting travel or closing borders at this time. Scientific evidence has shown that doing so would be of little or no benefit in stopping the spread of the virus. Therefore, the focus is on minimizing the impact of A(H1N1) by rapidly identifying cases of influenza and providing appropriate medical care. Since travel will continue to play an important role in most companies' growth and development, CWT believes a healthy dose of anticipation is needed to best deal with A(H1N1).

Prevention and planning

CWT launched **internal communication campaigns** worldwide to raise awareness of A(H1N1) influenza among its employees and share precautionary measures to help prevent the spread of illness. In most of our locations, alcohol-based hand rubs have been distributed. Masks are also available in some countries. CWT personnel will receive updated information as needed.

On a national, regional and global basis, CWT has multidisciplinary taskforces from Travel & Transaction Services, IT, Human Resources, and Program Management who have considerable experience in successfully responding to incidents that could interrupt our business operations. They have worked together to update and test our **business continuity plans**, which will enable CWT to effectively service clients even if a significant number of employees contract A(H1N1) influenza.

Be it A(H1N1) influenza or any other unforeseen incident, CWT is prepared to help its clients mitigate and/or manage risk to their travelers and their company's business activity. We offer a host of products and services that enable

organizations to stay well informed in the event of breaking developments and make sound decisions on behalf of their travelers.

Readiness and business continuity

CWT's business continuity and workforce management processes are designed to minimize disruption of service and disseminate vital information to clients during unexpected events. Depending on the country or region, CWT has a variety of internal protocols in place, all of which are monitored globally.

In the event of an outbreak of the A(H1N1) virus at any one of our locations, CWT's internal business continuity plans will be deployed by a **cross-functional response team**. Clients and their travelers will be notified of any changes and updated as needed through operational alerts.

Call routing—Each CWT servicing location has a contingency plan in place specific to that location. In the event of a local phone system outage or unforeseen closure at a primary service center, calls are re-directed within the CWT network to an alternate location or a 24-hour Emergency Service Center. Travelers with

immediate needs are prioritized, while travelers with future requests receive follow-up attention.

Home workers—In some countries, CWT has travel counselors who work from their own homes or have the ability to do so in emergency situations. They are equipped with laptop computers and high-speed Internet and have access to all of the traveler profiles and data they need. Working from home means they are less exposed to contagious illnesses such as A(H1N1) influenza while providing continuous service.

Emergency Service Centers—CWT has multilingual Emergency Service Centers in various markets around the world. They operate 24 hours a day, 7 days a week, 365 days a year. In addition to serving as back-up centers when primary service centers are unexpectedly closed down, these locations offer travelers round-the-clock access to specially trained travel counselors who provide domestic and international assistance with last-minute changes and/or urgent travel needs. Our preferred relationship with a broad range of travel industry suppliers across the globe is also a plus for travelers with urgent requirements.

Critical communications

Providing clients with easy access to relevant and timely information that will help them optimize their travel programs is a key component of CWT's service offering. When unexpected events such as A(H1N1) influenza occur, communication becomes even more important. CWT believes that some of the following reminders can help our clients mitigate risk and/or enable their travelers to be healthier and more productive on the road.

Being able to locate travelers quickly and easily when unforeseen incidents occur helps companies more effectively manage their duty of care to employees. Our global tool, *CWT Program Management Center*, provides travel management professionals with online access to **traveler tracking reports** from anywhere in the world at anytime. Updated daily, these reports reflect only those bookings made through CWT. Consequently, travelers should be reminded that booking through preferred channels is crucial to their personal safety.

In the event of serious incidents that may have a life-threatening impact on travelers, CWT deploys its internal and external **Crisis Communications Process**. If we learn from transaction data and reports that any of our clients' travelers are potentially involved, clients

are contacted immediately so they can take whatever steps are needed. Once again, traveler compliance with preferred booking channels is crucial to this process.

CWT also provides clients and their travelers with **travel alerts** and **destination intelligence** that can offer protection before, during and after a business trip. In the event of unforeseen incidents or emergencies, CWT clients receive information via email as soon as the situation is identified and they are regularly updated until it is resolved.

Communication tools

CWT Program Management Center—Provides travel management professionals with essential data, reporting, and industry-specific news and information from multiple sources in a global, one-stop, Web-based application.

CWT Portal—Gives travelers a single point of access to travel tools, alerts, destination intelligence and other information. Travelers are urged to check destination information carefully before and during a business trip for: general health and security notices, travel advisories, airport-specific information, travel-related labor issues, news of political unrest, and changes in entry/exit requirements.

CWT Policy Messenger—Enables travel program managers to automatically email messages to travelers based on customizable parameters. Travelers who have booked trips to specific locations, for example, can be contacted about health- and security-related procedures for that destination.

CWT Alert—Generates automated email notifications 24 hours a day, 7 days a week for security and travel-related developments worldwide that specifically impact business travel, including government-issued travel advisories, pending labor issues, political protest, and weather-related travel delays.

CWT Operational Alert—Informs CWT clients proactively and quickly of system delays or outages—both proprietary and third-party—that impact our ability to service travelers. Managed directly by CWT IT staff, these communications enable travel managers to alert travelers and manage expectations.

Guide for Healthy Travel: Seasonal and A(H1N1) Influenza—Helps business travelers better understand the ABCs of influenza and take proper care before and during a business trip. An accompanying Pocket Reference with personalized contact information is provided.

Additional resources—For the most current information on A(H1N1) influenza, we advise travelers and travel managers to visit the following links for updates/advisories from health organizations and government agencies around the world:

http://www.carlsonwagonlit.com/h1n1/health_organizations.html
http://www.carlsonwagonlit.com/h1n1/government_updates.html

Other considerations

As a full-service travel management partner, CWT can help clients ensure their travel program is designed and managed to achieve overall business objectives while attending to the health, safety and comfort of travelers. To that end, it is important to consider optimizing travel policy design and enforcing compliance, implementing a risk management strategy, enhancing traveler tracking, and providing travel insurance. CWT can work with clients in each of these areas through its own Program Optimization experts, as well as third-party partners.