

***EMERGENCY GUIDELINES  
AND PROCEDURES  
FOR CORPORATE TRAVEL PROGRAMS***



***IN PARTNERSHIP WITH  
KROLL CRISIS MANAGEMENT GROUP, INC.***

Released: October 3, 2001  
Updated: February 13, 2003

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# EMERGENCY GUIDELINES AND PROCEDURES FOR CORPORATE TRAVEL PROGRAMS

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# EMERGENCY GUIDELINES AND PROCEDURES FOR CORPORATE TRAVEL PROGRAMS

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## OVERVIEW

### Introduction

The Institute of Business Travel Management (IBTM) and National Business Travel Association (NBTA) are providing this document for the assistance of Corporate Travel Officers and Corporate Travel Departments as they address issues and options being faced by corporate travelers during crisis or critical incidents. The development of effective and efficient crisis response and crisis management procedures is predicated upon preparedness, pre-planning, recognizing options, training and a vigilant perception of the world in which we now live.

### Purpose

The purpose of this document is to identify and define security and safety programs that a Corporate Travel Department should consider in the development and implementation of travel services for a company and its travelers. These guidelines will emphasize the systematic planning, detailing and structuring of pre-travel procedures that impact all company travelers. Furthermore, there are checklists for travelers to utilize prior to, during and after business travel. Many of these procedures have been discussed before, but should now carry a greater impact for all business travel operations. This tool is designed to be integrated into the companies overall crisis management plan.

### Concept

In developing this material for Travel Managers and Officers, the IBTM and NBTA have taken into consideration the unique climate that exists for domestic and international travel. As a result of the subsequent tightening of travel security measures around the world at hotels, airports, train stations, bus terminals, marine facilities, as well as sporting and entertainment events, this document is presented as a security assistance for all travel professionals in the preparation and coordination of their respective company travel programs.

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### **Objectives**

The Travel Manager's basic responsibility is to direct, manage, coordinate and document an effective and efficient corporate travel management program.

The following General Travel Guidelines are to be utilized by the Travel Manager in the pre-planning or preparation phases for company travel. These guidelines will assist the Travel Manager during normal business operations, as well as during emergencies. These guidelines are meant to assist the Corporate Travel Manager in preparing a crisis plan that is specific to the travel department and compliments corporate emergency procedures and policies that may already be in place.

## **Emergency Guidelines and Procedures for Corporate Travel Programs**

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This section is designed to provide a guideline for the creation of Emergency Guidelines and Procedures for Corporate Travel Programs.

### **READY RESPONSE LISTS**

Ready Response Contact Lists provide your Corporate Travel Department with the information necessary to immediately contact all pertinent entities in the event of an emergency situation. While some information contained in these lists may be of a sensitive nature, it is important that these lists be available to all members of the Crisis Management Team (CMT). These lists should not only exist in an electronic format, but also be available in a hard copy, should the loss of power or network services be present.

#### **Vendor Contacts**

It is imperative to have a list of all vendor contacts readily available. This list should include not only standard numbers, but also emergency back up contacts and numbers should the normal means of communication fail. The following information should be included for each vendor:

- Company Name
- Contact Name
- Secondary Contact
- Address
- Phone
- Fax
- Home Phone
- Cell Phone
- Pager

#### **Corporate Contacts**

The Travel Manager may or may not be an immediate member of the company's Crisis Management Team (CMT). However, in times of travel emergencies the Travel Manager will play an integral role in assisting executive level management in locating and determining exact locations and medical conditions of employees that are currently on travel status for the company.

This list should include all members of your company's CMT. It may include such departments as Risk, Security, Executive Office, Human Resources, IT, etc. You should have standard information, as well as back up numbers for each of these contacts as defined above.

#### **Employee Contacts**

During times of emergency, a consolidated database of employee information will be most useful. This will allow all members of the CMT to access the necessary information related to emergency contacts and pertinent medical information, as well as travel status and necessary information to locate an employee. The Travel Manager should work closely with the HR Department to implement a comprehensive database that can be shared by both Travel and HR. A hard copy file is also very useful as backup should access to the database be interrupted.

## **PRE-TRAVEL GUIDELINES**

It is imperative that all corporate travelers use the designated travel agency or method of booking travel and that reservations made outside of that system are not tolerated. This procedure must be strictly enforced to systematically track all pre-approved company travel reservations and to keep a knowledge base of each employee who is in a travel status. This system will be functional during normal business assignments, but is especially critical during times of emergencies when determining the whereabouts of company travelers is of paramount.

The Travel Manager should have in place a functional written and/or computer-based Travel Itinerary Form (Company Travel Tracking System) that should be mandated for completion by all employees prior to entering into travel status. You may also want to consider capturing this information for any leisure travel booked through your travel program. This information should be housed by your designated agency. In addition, a copy of this form should also be forwarded to the company Security Department for all international travelers. A sample form can be found under Appendix A.

## **EMERGENCY COMMUNICATIONS WITH THE TRAVELER**

During times of travel emergencies the Travel Manager will play an integral role in assisting executive level management determining exact locations and medical conditions of employees that are currently in a travel status for the company. The appropriate recording of pertinent personal travel information, as well as listing any dynamics of a business trip, will better insure the Travel Manager and Company in locating company travelers and beginning to address their respective needs.

Once a crisis or critical incident occurs, the following questions are at the forefront of family and company concerns:

1. Is the employee safe?
2. What is the exact location of the employee?
3. When will we hear from the employee?
4. How can we reach the employee?
5. Is there anything the employee needs?
6. How can we assist the employee?
7. When will the employee be able to return home?

## Emergency Guidelines and Procedures for Corporate Travel Programs

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Although immediate answers for each of these questions may not be readily available, the Travel Manager will be able to assist the company and families of the employees by providing intelligent and pertinent information and eliminating process gaps. In emergency situations, stress will always be present and proper preparation and pre-planning of systems, communication and the recording of pre-travel information will alleviate much of the anxiety as executives and families seek answers to the above questions.

During an emergency situation, the Travel Manager (or designee) should begin to locate company travelers immediately through the normal channels (i.e.: GDS, hard copies of itineraries, ticket coupons, etc.). Within the time-compressed atmosphere of a crisis, the electronic Business Travel Itinerary Form (Appendix A) and back-up hard copy tracking system (for use when the GDS is shut down or there is loss of power) will contain critical individual and travel information. It is vital that all travel reservations (air, hotel, car, etc.) be made through the designated travel agency or booking system and that bookings are not made outside of that process. The information contained within this tracking system will be explicitly important in locating the business traveler in a timely manner and aiding their efforts from afar. Without appropriate in-place company reservation procedures and a pre-travel itinerary format, the process of locating a company traveler then becomes laborious and in some instances, mere speculation.

### Inbound Communications from Travelers

In times of emergencies or crisis, whatever the dynamics may be, the Travel Manager can assist other members of the Crisis Management Team in locating personnel by developing systems that allow travelers to contact the company and report their whereabouts, current conditions and any immediate needs. Below is a list of suggested communications vehicles during an emergency. Depending on the nature of the emergency some of these options may not be available. The primary emphasis in providing company emergency communications equipment to travelers and developing procedures related to communications, is redundancy within the company emergency communication systems.

- 24-hour emergency numbers, for both the travel agency and the employer, for travelers to call, including a secondary back-up number based in a different location. A system to provide a recorded message, with updates related to the emergency, instructions and approximate timeline should be available.
- 24-hour emergency e-mail address for travelers to send messages.
- 24-hour emergency fax numbers, for both the travel agency and the employer, for travelers to send messages.
- Travel Advisory page on company's Intranet site for immediate and timely updates of current travel bulletins and emergency information. Note: You will need someone in the travel department that is allowed access to Intranet or Web site and can make immediate changes both on-site and remotely.
- Pre-recorded voice system with messages such as: For a list of closed airports press 1; for updated travel alerts press 2, for emergency travel assistance press 3 (link to 24 hour emergency line), etc.

These communication vehicles should be posted in several locations, which may include: ticket jacket, travel documents, traveler emergency card (plastic card to be carried in wallet), and company

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web site. Traveler must know they are responsible for calling in to one of the "reach back" systems to report their whereabouts and status, as well as any immediate needs.

### Outbound Communications to Travelers

In addition, there are several communications methods that the Travel Manager can use to locate travelers and/or disseminate information to employees during an emergency. Again, it is important to use as many methods as possible, as some may not be available, especially to those in remote locations.

- Broadcast e-mail service to send information to all employees simultaneously.
- Broadcast voicemail service to leave messages on employee's voice mails. This could include cell phones, office phones and home phones.
- Group paging system for employees on pagers.
- Instant messaging through the Internet.

Communication capabilities for the domestic or international business traveler during a time of crisis will be greatly enhanced by the information technology (IT) equipment the traveler takes with him or her on the assigned trip. Travelers should pre-plan their itinerary (Travel Country Watch / City Watch) and take the necessary equipment (self-contained) that will aid them in maintaining communications with family and business colleagues alike. Do not rely on one form of communications to make contact. Prepare for emergencies with several different options.

1. International Cell Phones
2. International Calling Cards
3. Laptop email capabilities
4. Palm Pilot email capabilities
5. International Pagers / extra batteries

## **INTERNAL COMMUNICATIONS**

Internal communications vehicles during emergency situations are as important as communications vehicles with travelers. If the Travel Manager is not a member of the CMT, he/she should have a direct line of communications to the lead staff member(s) during an emergency. The Travel Manager will be a critical link in the location and safe return of employees who are on travel at the time an emergency occurs. Extra or "hidden" phone lines are also useful during emergencies for placing outbound calls when main business lines may be overburdened with incoming calls.

## **MEDICAL EMERGENCIES**

Travel Managers can assist in facilitating the medical needs of business travelers, by utilizing pre-planning procedures that will assist the traveler should he or she need assistance. A company Medical Control Form (Appendix B) should be completed by each employee and maintained in a confidential location to assist medical personnel (Paramedics, Hospital) should this assistance become necessary. This procedure should be in place as a normal business practice and is not meant to be invasive to the employee, but rather to provide the best medical information to attending emergency medical personnel who are responding to assist and in some cases, save the lives of employees.

Many companies provide their travelers access to medical assistance either through an international medical insurance plan or some type of international medical assistance group. These plans typically provide an immediate and trusted source of information on medical care and facilities whenever and wherever needed. Additional services of the traveler-based medical services may include:

- assistance in locating the nearest and most appropriate care
- help in overcoming language barriers by directing you to English-speaking doctors or translators
- monitor your progress during the course of your treatment and recovery
- communication support with your family and personal physician back home in the US
- management of medically necessary evaluations or repatriation of mortal remains
- facilitation of hospital admissions process
- coordination of direct payments to health care providers
- coordination of the transfer of emergency blood, vaccines and medications or lost or stolen prescriptions
- arrangement of the return of an employee's unattended dependent children to their place of residence
- transportation for family members or others who need to reach the sick or injured employee

Travelers must be encouraged and should not hesitate to seek medical assistance if needed for which corporate support is not available. Travel Managers can assist travelers when planning their travel by providing the phone numbers and Web site addresses of U.S. Embassies and U.S. Consulates as part of a pre-travel kit. U.S. Embassies and Consulates are manned 24 hours a day and will have the best and most current information where immediate medical assistance can be rendered and know the venue of where more definitive hospital care can be provided. Employees should as a matter of course, get an annual physical, as well as update and maintain immunizations. Personal prescription should be kept with the traveler and it is suggested extra prescription medication be taken on each trip, several days to one week, in case of emergencies or layovers.

## **NEW/UPDATED TRAVEL POLICY CONSIDERATIONS**

The following is a list of items that should be considered as the Travel Manager creates and/or updates current travel policy, especially as it relates to emergency situations.

- Request, review and create a comprehensive file of all travel vendor's emergency plans (particularly your travel agency) and review contracts related to how an emergency situation may affect your obligations and theirs.
- Provide mandatory pre-travel briefings to all newly hired employees as part of the company orientation.
- Annual in-service company travel briefings, and an updated review of company emergency procedures and guidelines should be scheduled for all employees. This training should also include a question and answer period to address the most current issues related to company travel.
- 24-hour Emergency "Reach Back" telephone number available for all travelers with a daily status check-in telephone number.
- Obtain all appropriate contact points and personnel on the company Crisis Management Team, as well a thorough working knowledge of each member's duties and responsibilities.
- Ensure travel policies are adhered to by all employees and have the authority to enforce consequences for those booking outside of the designated agency or system. Not just air!
- Develop travel policy related to the number of executive staff and department staff that can travel together. Set targeted numbers to minimize company exposure. Consider the same for those traveling via corporate jets.
- Develop a procedure to capture lodging arrangements made for those attending a convention, meeting, trade show or other special event that are booked outside of the designated agency or system.
- Outline what are "acceptable" expenses during an emergency and the approval process if necessary.
- Define "mission critical" travel during an emergency and at what point "normal" travel resumes.
- Develop a plan to communicate with your global/country counterparts during an emergency, if all company travel is not handled within one department.

## **SPECIFIC EMERGENCY SITUATIONS**

It is readily apparent that pre-planning and preparation procedures for emergency situations will not include all specific situations that the travel department or the business travelers may experience. These preparations are the starting point for company Travel Managers and should be the foundation to develop and enhance the precautionary safety procedures that will assist travelers if and when they find themselves involved in some way with a crisis situation.

Some of the situations listed below may be encountered by business travelers and the Travel Manager may be able to assist in the pre-planning phases of travel and facilitate response capabilities of company travelers once a situation occurs.

### **Electrical Power Failure**

1. Attempt to determine the extent and duration of the power failure.
2. If the failure will be more than 30 minutes keep the traveler apprised of the situation and communicate the company and travel agency's plan of action.
3. Maintain contact with the traveler to obtain periodic status updates.
4. If it becomes necessary to evacuate, establish appropriate evacuation plans and procedures to be followed.

### **Telephone Disruption**

1. Provide a 24-hour emergency number to report telephone outages.
2. Provide an alternative travel assistance number to call in the event of a telephone failure. This number should have a recording providing the caller with periodic situational updates.
3. Provide hidden / extra phone lines available as a backup or redundant system.
4. The Travel Manager should have a cell phone available as a backup in the event all hard lines are inoperable and / or inaccessible.

### **Fire Emergency**

1. Secure all pertinent information (location, type of building, number of people, etc.) and immediately report the fire to executive level personnel and assist in beginning evacuation procedures.
2. Advise any caller or potential victim of a fire, to exit the building immediately, if they have not already done so. Advise them to stay out of elevators. Follow the directions of the emergency response personnel after exiting the building to locate at least 300 feet or further away from the burning structure.
3. The Travel Manager should report the fire to the appropriate crisis management team and travel agency.

### **Bomb Threats**

1. When information of a bomb threat is received the Travel Manager should take all pertinent information and report it to the company's security office. Security will then report this information to the police and / or bomb squad.
2. The Travel Manager as well as all company employees should have a Bomb Threat Call Checklist at telephones to record this vital information that will be disseminated to law enforcement authorities. An example of this checklist can be located in Appendix C.

### **Natural Disasters**

1. Monitor and be aware of domestic and international severe weather conditions and disseminate pertinent information to the traveler as needed.
2. If the Travel Manger is contacted regarding an earthquake, he/she should advise the traveler to move to a designated assembly area and follow the instructions of the emergency personnel.
3. The Travel Manager should provide emergency telephone numbers to victims of natural disasters per executive instructions.

## **WHEN A TRAVEL EMERGENCY OCCURS**

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When an emergency or crisis situation occurs during a business travel status some of the following reasons may be present:

- Family or personal emergencies
- Extreme weather conditions
- Power and/or communication outages
- Natural disasters
- Shutdown of airlines, rail, marine and vehicle transportation
- Political instability
- Terrorist act

As a result of one or more of the conditions outlined above, the corporate traveler is faced with an emergency situation and is away from home and the office. There are several basic questions to be addressed and answered by the individual traveler:

- WHERE DO I GO?
- WHAT DO I DO?
- WHAT CAN I DO?
- WHO DO I CONTACT FIRST?
- WHAT INFORMATION, INTELLIGENCE AND EQUIPMENT DO I NEED TO MAKE SMART DECISIONS?
- DO I KNOW THE FULL EXTENT AND LENGTH OF THE CRISIS SITUATION AND HAVE I VERIFIED THIS INFORMATION?
- WHAT ARE MY SHORT TERM AND LONG TERM OPTIONS?

Fortunately in today's society, there are many technical options the traveler can use to contact both family and business. Below are several devices that can be used during an emergency to make contact "back home". However, in more remote portions of the world the list of choices shortens. It is most beneficial for the traveler to have access to as many means of communication as possible and to seek out the resources needed to make initial contact.

- International Cellular Telephones
- International Pagers (with back up batteries)
- Satellite Telephones
- Hard Line Telephone Communications
- Laptop E-mail and Intranet System
- Internet Cafés
- Palm Pilot E-mail |Systems
- Facsimile (FAX) System
- International Calling Card

## **SECURE BUSINESS TRAVEL FOR THE INDIVIDUAL TRAVELER**

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### **OBJECTIVES AND INTRODUCTION**

The following advisories and measures are presented as assistance measures in the preplanning, execution, coordination and development of functional business travel programs. This list is designed to provide businesses with a cautionary checklist of duties and responsibilities for the business traveler, as well as options for overall business travel programs.

These checklists can be consolidated into a small pamphlet that can be placed in travelers' ticket jackets, as well as posted on the company's Intranet site.

### **GENERAL MEASURES**

- Secure all your travel arrangements through the company's designated travel agency or department. This better enables the company to assist travelers when unexpected situations occur.
- When booking hotel rooms through a convention bureau or other similar group for a convention, trade show or other special meeting, be sure to forward the pertinent information to the company travel agency to be included in a single itinerary.
- Consult the Transportation Security Administration (TSA) web site for updates related to security requirements and travel tips. [www.tsa.gov](http://www.tsa.gov)
- Think "long term." Extra batteries, medication, clothing, maps, etc.
- Leave a copy of your business itinerary (flights, hotels, contact numbers, etc.) with your spouse, family member, trusted neighbor, or company travel office.
- The number of personnel informed of your travel itinerary should be kept to a minimum.
- Current information should be obtained on criminal and terrorist risks in the destination city/country. The U.S. State Department's Travel Warnings & Consular Information Sheets can be found online at [http://www.travel.state.gov/travel\\_warnings.html](http://www.travel.state.gov/travel_warnings.html). In addition to travel warnings, there is also a list of Embassy locations, health conditions, minor political disturbances, unusual currency and entry regulations, and much more.
- Dress casually the day of travel and try and not look like a traveling executive.
- Passports and copies of passports should be kept secure at all times.
- Valuables and negotiable documents (traveler's checks) should be kept on your person or in tote bags, not in checked luggage.

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- Prepare a detailed itinerary with points of contact to include names, addresses, and phone numbers of persons and places to be visited.
- Copy important numbers such as passport, credit cards, traveler's checks, and airline ticket numbers and carry in an alternate location in case any of these items are lost or stolen. Always report losses immediately.
- Utilize credit cards or traveler's checks. Don't carry large amounts of cash.

### **AIR TRAVEL**

- Plan to arrive at the airport at least two hours before domestic flights and three hours before international flights. After checking in at the ticket counter, proceed to the gate and use the boarding passes provided with your tickets to avoid standing in line again. Be prepared to present a (government issued) photo ID to the airline representative when asked.
- When going through security, be alert. It is possible that someone may distract you while an accomplice takes your bag or laptop computer.
- After deplaning, leave the airport as soon as possible. Disturbances are more likely to occur in public airport lobbies.
- Minimize time spent in airports; do not talk to strangers, or sit near supporting columns or glass windows.

### **LUGGAGE**

- Carry valuables with you in carry-on baggage. Always bring an easily accessible flashlight.
- Do not leave luggage unattended or with an unknown person.
- Do not display any corporate identification/logos on your luggage or yourself.
- Carry sensitive Company information with you or store it in a secured manner on a laptop computer hard drive. Do not place it in your luggage.
- Never agree to carry anything on board or in your luggage for someone else.
- Place your name, office or voice mail telephone numbers and Company address (rather than your home address) on your luggage tag as well as inside your luggage, in case the external tag is lost. For added security, use tags that conceal your name and address, and remember to not have the Company name visible.
- Remove all old destination tags to avoid misdirection by baggage handlers.
- Carry all medication, important business papers, some toiletries and a change of clothing in carry-on luggage in case your checked luggage is misplaced/misdirected, or if you experience an unscheduled delay.
- Keep all prescription medications in their original containers.

## Emergency Guidelines and Procedures for Corporate Travel Programs

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### **HOTEL**

- Disabled travelers should inform the front desk of disabilities upon arrival. Some hotels offer special warning systems, or will send an employee to your room should an emergency arise.
- After check in, make sure you can get in the room quickly using your key.
- Locate the nearest fire exits—being sure to count the number of doors between your room and the exit. (*see Hotel Fires section*)
- Note any hallway obstacles, alarms and extinguishers.
- Do not smoke in bed. Although mattresses are usually fire retardant, your clothes probably are not.
- Keep the door locked, whether you are in the room or not. Use the door chain or bolt.
- Check all windows, sliding glass doors, balcony doors and connecting doors in your room to be sure they are locked.
- Secure your personal valuables in the hotel's safe.
- Never leave your door open, even if you are just running down the hall to the ice or vending machines.
- If traveling with an associate, do not mention your room number in elevators, restaurants or public places.
- Do not invite strangers into your room.
- If someone knocks on the door, use the peephole. Do not answer the door without verifying who it is. If you do not recognize the person, call the front desk.
- If you have not called hotel service to your room, do not let anyone identifying themselves as hotel service into your room and notify hotel staff at once.
- Do not leave a sign on the hotel room door for maid service as it announces an empty room.
- Carry hotel stationery or a matchbook with the hotel's name and address. These can be shown to a cab driver or police officer if you are unfamiliar with the local language or if you become lost. The hotel concierge can also write destinations you intend to visit in the country's native language.
- If you see a suspicious person on the elevator, get off on a floor different from yours. If you are followed, use a house phone (usually located near the elevator) or get back on the elevator and go to the lobby.
- If you are accosted on the elevator, push the alarm. The hotel should respond immediately.
- When leaving the hotel, ask a friend to go with you or ask the front desk to have a bell person accompany you to your car.
- When returning to your hotel late in the evening, use the main entrance.
- Keep your room key, eyeglasses, shoes, flashlight and other necessary items close at hand—on the nightstand or next to the bed.

## **Emergency Guidelines and Procedures for Corporate Travel Programs**

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- If you see any suspicious activity, report your observations to hotel management.
- If anything does happen, be as vocal as possible. Document as many details as you can. Get names, titles and times you spoke with members of the hotel staff as well as what each person said. Contact the police. Never be timid or afraid to make a scene.
- You should request a room above the second floor, but below the sixth floor in high-rise hotels to reduce the risk of exterior entry and to avoid entrapment by fire.
- Windows and doors should be kept closed and locked at all times. Chain locks on doors should be used if available.
- Portable travel locks may be utilized to secure doors at night. This will prevent entry by individuals in possession of door keys. This lock should be able to be removed quickly in case of fire.
- Unsuspected mail left for the traveler at the front desk or slipped under the door of one's room should be viewed as suspicious.
- Check hallways for packages and be aware of individuals who appear to be loitering.
- Try and not conduct business meetings in the hotel room, nor disclose the location of your temporary living quarters.
- Maintain control of your luggage at all times and discourage the use of bellboys.
- Vary your times of entering and exiting the hotel.

### **HOTEL FIRES**

While major hotels are equipped with smoke alarms, sprinkler systems and emergency evacuation instructions, fire safety awareness will increase your chance of survival in the unlikely event of a hotel fire.

- Before retiring, place your room key on the nightstand next to the bed for easy access.
- If the fire alarm sounds, put on your shoes, get your room key and head for the door. If there's any smoke in your room, crawl. The fresh air you need to survive is near the floor.
- A wet towel tied to cover your nose and mouth is an effective filter if you fold it in a triangle and put the bottom corner in your mouth.
- Feel your door before proceeding into the hallway. If cool, leave your room and take your room key with you in case you need to return to your room. If hot, do not open the door.
- If the hallway is clear, close the door behind you and proceed to the nearest exit. If the hallway is filled with smoke, crawl to the nearest exit. Stay against the wall to count the doorways. (*see Hotel section*)
- Never take an elevator during a fire.
- When walking down a stairwell, hold the handrail to keep your balance.
- If smoke is entering your room from beneath the door, use wet towels to block all openings.

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- Call the front desk to tell them you are in the room.
- Open your window only if smoke is not entering your room. (If smoke begins to enter, shut the window immediately.) If smoke is not entering your room, hang a sheet out the window to signal firefighters.
- Never break open a window with a chair or other object. The air pressure will draw more smoke into the room and you may have to close it later if there is smoke outside.
- Never jump from the third or higher floor. Chances of survival are greatly reduced.
- Fill the tub with water and turn on the bathroom vent fan.
- Use your ice bucket to bail water on the door. If hot, bail water on the walls also.
- Do not panic! Fight the fire until rescue personnel arrive.
- If there is a fire outside, move everything combustible away from the window.

### **GROUND TRANSPORTATION**

- Do not allow those meeting you to use a card bearing the company name or logo.
- Rides offered by strangers should never be accepted.
- Use only licensed taxi or limousine services. Beware of people claiming to be cab drivers in unmarked cars.
- When renting a car, obtain maps in advance or from the rental car counter and clearly write the directions from the airport to the hotel.
- Stop to ask for directions only in well-lit public areas. Keep the phone number of your destination with you.
- To avoid being stranded in an unfamiliar or unsafe location, do not let your vehicle run low on fuel.
- Vehicles should always be parked in a secure, well-lit area.
- Select at least three (3) different routes between home or motel and work, with varying routes. Do not take remote routes; stay on main highways.
- Possess current maps and identify safe havens such as police stations, military installations, consulates, embassies, hospitals, and other public places along each route.
- Identify dangerous areas (e.g., blind curves, busy intersections) or “choke points” on each route and develop a response plan for an emergency situation at each point. Plan ahead and be thorough!
- Inspect the vehicle inside and out, before entering.
- Always approach the vehicle with keys already in your hand.
- You should not approach your parked vehicle if strangers are loitering. An escort should be requested from a reputable business nearby, security guard or the police.

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- Lock doors immediately after getting in the car and keep doors locked, windows closed and seat belts on during transit.
- Travel at the maximum safe speed, but always look ahead to possible ambush locations. Obey all traffic laws.
- Avoid traffic jams and/or congested intersections, if possible – continue to keep your vehicle moving. Be aware that 70% of all kidnap victims are taken while operating or riding in a motor vehicle.
- If followed, you should drive immediately to a safe haven: police or fire station, a large hotel, shopping center, etc. Stay on heavily traveled main roads to the extent possible until you can get assistance.
- If followed, remain inside your car. Do not get out of your car and try to lose your followers on foot. Do not attempt to physically confront any followers, simply drive your vehicle or have your driver maneuver your vehicle to the nearest safe haven.
- If you have vehicle trouble on the road, raise the hood, and turn on the hazard flashers. Stay inside the car with the doors locked and the windows up. If a motorist stops to help, you should open the window slightly and ask them to call the police.
- You should not get out of your car to help a distressed motorist. Proper safe procedure is to drive to the nearest well-lit area where there is a telephone and call the police or a service station.

### **PARKING**

- When using valet parking, be sure to leave only the ignition key with the attendant. Remove items that might tempt theft.
- Park only in parking lots and garages that are well lit.
- Park as close to exits/entrances as possible.
- Lock your vehicle and close all windows tightly. Do not leave any valuables in the car. Secure personal information from sight (e.g., Corporate ID, hotel maps). Be aware that parking lots may border deserted lots or questionable areas. Ask for an escort or use valet parking if you do not feel safe.

### **ON THE STREET**

- High crime areas should be avoided.
- Do not walk alone at night.
- Walk in the center of the sidewalk. Give the impression that you are going somewhere.
- Always remain alert of your surroundings.
- If you are followed, you should stay on well-lit streets, enter a busy place and ask for assistance. Do not confront your follower.

## **Emergency Guidelines and Procedures for Corporate Travel Programs**

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- While walking, if harassed by a person in a vehicle, you should turn and walk in the direction opposite the car's travel and head for lights and people.
- You should not stop to give directions to drivers or pedestrians.
- Vary your daily routines and routes of travel.
- Be vigilant about pickpockets and thieves.

### **INTERNATIONAL TRAVEL**

- Ensure that others are aware of your travel plans (e.g. family members, co-workers, etc.) Secure all your travel arrangements with your travel department. They may also ensure that you are enrolled with SOS Assistance, or similar program (that provides emergency medical, personal, travel, legal and security assistance to enrolled employees traveling abroad).
- In high-risk areas or if staying longer than two weeks, contact the U.S. Embassy or U.S. Consulate upon arrival and register your name and passport number.
- Store your passport, and an alternate credit card in a neck or waist pouch worn under your clothing. If possible, avoid relinquishing your passport to anyone.
- If your passport is lost or stolen, contact the US Consultant or if utilized, SOS Assistance as outlined in the information provided. Store a photocopy of your passport in an alternate location, as this will help expedite replacement, and may help provide temporary identification until a replacement is secured.
- Valuables such as laptop computers and cameras may be assumed by U.S. Customs to have been purchased abroad. To avoid paying duty when returning, bring photocopies of original receipts with serial numbers or register with U.S. Customs prior to departure.
- Use credit cards or traveler's checks. Carry only small amounts of cash in an alternate wallet or billfold.
- Record your credit card numbers in pencil on one of the pages in your passport, transposing the last two digits. Only you will know the correct number. Also record the card companies' customer service numbers to call for replacement.
- It is best not to rent a car for travel in foreign countries. However, if you must rent, be familiar with all requirements (i.e., international drivers' license, local traffic laws, and local driver etiquette). Take optional insurance offered by the rental company, because U.S. auto insurance usually does not cover foreign car rentals.
- In developing countries, reserve hotel rooms on the third through sixth floors. Disturbances and burglaries are most likely to affect ground and second story levels, and fire rescue equipment may not reach above the sixth floor.
- Be aware of and report any unusual incidents or contacts by unknown individuals to the Security Officer or the Military Attaché at the U. S. Embassy or U.S. Consulate.
- Insure immunizations are current and copies are available of dates of immunizations.

## Emergency Guidelines and Procedures for Corporate Travel Programs

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- Obtain an international calling card. Conventional cell phones do not function overseas and negotiating a call is much easier to accomplish with this type of calling card.
- Determine if your personal property and health insurance is valid overseas. If not, consider supplemental insurance.
- Expect extended delays at airports and plan accordingly.
- Learn a few key phrases in the native language, such as: “I need a policeman.” “ I need a doctor!”
- Avoid if possible, staying in hotels with distinctively American names and predominantly American guests.

## **FINAL COMMENTS**

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The best approach for Corporate Travel Programs and companies to provide successful, safe and secure business travel is to plan out all business trips and to ask this question:

- “Do we have established contingency plans should an emergency or crisis situation occur?”
- “Have we developed comprehensive pre-planning procedures that will allow family members and business colleagues to maintain contact with us while in a domestic or international travel status?”

Remember that the most predictable aspect of the world we now live in, is its unpredictability. The business travel and respective emergency security guidelines that will be conducted in the future are dependent upon sound personal and business security principles. They must incorporate essential technological assistance, plans, policies and procedures with redundancy that will assist all business travelers in times of emergency or critical incident situations. Meet with your corporate response team on a regular basis to review and update your company's policies and plan.

## SAMPLE BUSINESS TRAVEL ITINERARY FORM

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The following information should be appropriately recorded prior to travel by a business traveler through the Travel Manager. While many of these items are automatically captured through the normal course of booking travel, some may be additional items that need to be added to the process. This uniform approach of documenting information should be secured, both electronically and in hard copy, as a matter of course and audit to business travel and to be accessed in time of a critical incident or crisis:

1. Purpose of travel
2. Cost Code for assignment
3. Authorization to travel
4. Date and time of reservation through corporation / company Travel Manager
5. Date and time of Departure / Seat Numbers
6. Date and time of Return / Seat Numbers
7. Mode of Transportation (Airlines, Train, Bus, Rental Vehicle)
8. Name of the Airline Carrier (American Airlines, United) and each flight number
9. Point of Contact at departure venue / Secondary Point of Contact
10. Point of Contact at arrival venue / Secondary Point of Contact
11. Review Country and City Travel Watch reports to view political
12. Mode of travel once reaching departure venue (Limo, Taxi, Rental Vehicle)
13. Business itinerary while in a travel status
14. Modes of communication with family and / or business while in a travel status
15. Colleagues and / or family members who will be accompanying the traveler
16. Names and locations of family and colleagues who will know the travelers itinerary
17. Locations and telephone numbers of American Embassies and Consulates
18. 24 hour access to an emergency telephone number
19. Medical evacuation plan for arrival at a Level 1 Trauma Center
20. Evacuation plan should natural disaster and / or political disaster occur
21. Establish an “availability check-in time frame” in order to track business travelers

**SAMPLE COMPANY MEDICAL CONTROL FORM**

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Name

Gender

Nationality

Address

Phone

Pager

Cell

Email

Date of Birth

Age

Place of Birth

SSN

Blood Type

Current Medications

In case of emergency contact: Name, Relationship, Address, Phone, Cell, Pager, e-mail

Do not contact the following: Name, Relationship, Address, Phone, Cell, Pager, e-mail

Religious Preference

Proof of Life (POL) questions

## SAMPLE BOMB THREAT CALL CHECKLIST

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**Instructions: Be Calm, Courteous, and Listen. Do Not Interrupt the Caller.**

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Exact words of person placing call: \_\_\_\_\_

### Questions to Ask

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb right now? \_\_\_\_\_
3. What kind of bomb is it? \_\_\_\_\_
4. What does it look like? \_\_\_\_\_
5. Why did you place the bomb? \_\_\_\_\_
6. From where are you calling? \_\_\_\_\_
7. What is your name? \_\_\_\_\_

### Try to find out the Following (Circle as Appropriate)

**Caller's Identity:**    Male    Female    Adult    Juvenile    Age \_\_\_ years

**Voice:**                Loud    Soft    High Pitch    Deep    Raspy    Pleasant    Intoxicated  
Other: \_\_\_\_\_

**Accent:**            Local    Not Local    Foreign    Region: \_\_\_\_\_

**Speech:**            Fast    Slow    Distinct    Distorted    Stutter    Nasal    Slurred    Lisp

**Language:**        Excellent    Good    Fair    Poor    Foul    Other: \_\_\_\_\_

**Manner:**            Calm    Angry    Rational    Irrational    Coherent    Incoherent  
Deliberate    Emotional    Righteous    Laughing    Intoxicated

**Background**        Office Machines    Factory Machines    Bedlam    TV/Radio    Trains  
**Noises:**            Animals    Music    Quiet    Voices    Mixed    Airplanes  
Street Traffic    Party Atmosphere    Other: \_\_\_\_\_

**Additional Information:** \_\_\_\_\_

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## SAMPLE PERSONAL EMERGENCY ASSISTANCE LIST

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The following list of personnel, locations, numbers and contacts should be filled out on a regular basis and updated as needed. Assistance in the completion of this information can be obtained through a company Travel Manager, or Security Officer:

POLICE	Telephone Address	_____ _____
FIRE	Telephone Address	_____ _____
CORPORATE SECURITY OFFICE	Telephone Address	_____ _____
CORPORATE TRAVEL MANAGER	Telephone Address	_____ _____
FRIEND / NEIGHBOR	Telephone Address	_____ _____
DOCTOR	Office Telephone Address Home Telephone Address	_____ _____ _____ _____
AMBULANCE	Telephone Address	_____ _____
HOSPITAL	Telephone Address	_____ _____
FAMILY	Home Telephone Address Email:	_____ _____ _____