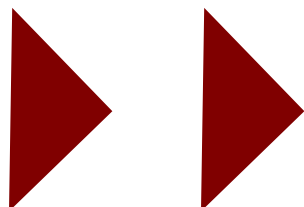




iJET Special Report: Travel Agents and Travel Managers - Preparing for Global Unrest February 21, 2003



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This Special Report was created to provide iJET's clients and travel professionals with the most comprehensive and up to date intelligence to help them prepare for global unrest. Additional Special Reports will be published as the situation warrants.

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What Travel Agents and Corporate Travel Managers Should Know About the Threat of War and Terrorism

With heightened security in the U.S. and abroad and the strong possibility of a war in the Middle East, travel advisors are more valuable to their clients than at any time in the past decade.

Travelers bombarded by media messages about looming war and increasing threats will turn to their travel advisors for answers and reassurance. A well prepared, well informed advisor can do a lot to help clients travel safely and wisely. iJET, the leading travel risk management firm, has prepared these talking points to help travel advisors better serve their customers.

- **Travel to most countries remains safe.** Obviously, this does not apply to countries and regions that will be directly affected if war erupts: These include Iraq, any country that decides to back Iraq militarily, and the border regions of Iraq's immediate neighbors (Turkey, Syria, Iran, Jordan, Kuwait and Saudi Arabia). Also, advisors should stay informed about which countries worldwide are experiencing high levels of anti-U.S. or anti-Western sentiment (Indonesia is one such country). The existence of anti-American feelings does not always mean travelers must avoid a destination. By knowing what is happening around the world, advisors can help travelers make measured decisions about where and when to travel.
- **For clients asking, "Is my airline safe?"** All airlines that serve U.S. airports – even foreign carriers – must meet U.S. FAA safety standards. In terms of fatal accidents, the percentage chance of an incident on any one carrier is miniscule and the difference in risk between U.S. carriers is negligible.



Regarding security and clients' concerns about terrorist attacks and hijackings, security at U.S. airports is at an all-time high (under the auspices of the Transportation Safety Administration). Security measures are not airline specific. The chance of a terrorist attack on a U.S. airline is miniscule, and that possibility is roughly equal for all U.S. carriers. However, due to the security enhancements made by airlines and airports, travelers will experience delays and other hassles (see below).

Foreign carriers that do not serve the U.S. are not bound by FAA rules and may be more susceptible to maintenance lapses and other safety shortfalls. A good source for individual airline safety ratings is AirSafe.com (www.airsafe.com/airline.htm). Carriers with poor safety reputations – some of which serve the U.S. – include Aeroflot (Russia), China Air (China), Lan Peru (Peru) and Ghana Airways (Ghana). However, based on incidents-per-number-of-flights, the chance of a safety-related accident on major carriers worldwide is minimal.

Major airports worldwide have significantly increased security measures, both in the aftermath of Sept. 11 and due to concerns that perceptions of weak security are hurting the travel industry. Terrorists, who are working with limited resources, are aware of this. As a result, they likely will pick more vulnerable targets (soft targets) than airplanes and airports for attack.

Still, air travel-related terrorism and hijackings may be a concern, especially in countries where terrorist groups are known to be active. Such countries include much of the Middle East, Indonesia, the Philippines, Colombia, Cuba and India. But based on the above factors – and on historical incidents-per-number-of-flights data – travelers face a very low risk of terrorist-related incidents on airlines worldwide.

- **So what will terrorists target?** Trying to predict terrorist attacks is virtually impossible and pointless. Besides, in most countries terrorist attacks are so infrequent as to present a negligible risk to travelers. However, the following information may help:

Terrorist groups aligned with Al-Qaeda are active throughout the Middle East, in parts of North Africa and in Indonesia, the Philippines and, reportedly, elsewhere in Southeast Asia. These groups reportedly have cells in many other countries, including some Western European nations and the U.S. They seek to inflict maximum damage and casualties with the fewest attacks possible. They also look for **low-security, easily accessible sites**. Such locations include office buildings, train and bus stations, places of worship, crowded events and markets, major tourist sites and large restaurants, nightclubs and entertainment venues. Avoiding such sites, if feasible, is one way travelers can reduce their personal risk.

Small rebel and terrorist groups, unaffiliated with Al-Qaeda and its causes, operate in many countries worldwide and do target public places, raising the risk that a traveler may be a victim. Some destinations where such groups are active include Nepal, Sri Lanka, Spain, Northern Ireland, Nigeria, South Africa and India.

Travelers – and travel advisors – need to stay current on the activities and status of these groups. The best way to do so is by subscribing to a service such as iJET’s Travel Intelligence® service, which offers immediate, real-time notification of events that might impact travel. iJET covers 183 countries and more than 260 cities worldwide, around the clock, seven days a week.

- **Anti-war sentiment** is running high throughout the Middle East and in much of Europe. Most of this feeling is displayed in protests against the U.S. leadership; some protesters burn effigies of President Bush or engage in similarly stark behavior. Individual U.S. citizens are typically not targeted in such protests but could provoke verbal or physical attacks by vocally defending U.S. leadership or foreign policy, or supporting war. As such, travelers should avoid protests whenever possible.

Further, terrorists have recently assassinated a U.S. diplomat in Jordan (a comparatively peaceful country) and have murdered U.S. Marines and killed and injured civilian government contractors in Kuwait without direct provocation. Anti-Americanism has also risen in South Korea, Indonesia, Okinawa and, to a lesser extent, the Philippines due to U.S. military personnel presence and behavior in those countries.

The bottom line: Vary routes of travel and daily routines. Travelers, regardless of nationality, should avoid obvious displays of U.S. corporate logos or sympathy with the U.S. Do not wear U.S. flag-bearing clothing. Avoid discussions of international politics and religion in public places. Avoid traveling with tour groups that are easily identifiable as American in areas with high anti-U.S. or anti-Western sentiment. When possible, try to blend in with locals.

Minimize Travel Vulnerability

- **Vary routes of travel and daily routines**
 - **Avoid obvious displays of U.S. symbols and corporate logos**
 - **Avoid discussions of international politics and religion**
 - **Try to blend in with locals**
- **Preparing to Travel:** Airport delays due to **intensified security checks** likely will worsen, especially in the U.S. during periods when the U.S. government elevates its Homeland Security alert level and if military action begins. Travelers should arrive at airports (and cruise ports) at least 90 minutes pre-departure for domestic travel and at least two hours pre-departure for international travel. Outside the U.S., these guidelines may vary depending on the airport. Check with individual airline representatives

in-country for details on each airport. Airports may also restrict parking, again depending on the Homeland Security alert level and site-specific threats.

During times of extremely high threat (real or perceived), airports may restrict TERMINAL ACCESS to persons without tickets or reservations. Airport officials may require paperwork from passengers before allowing entry and may ban last-minute walk-up ticket purchases. Such measures could trigger major congestion because many airports are not designed to support long lines outside the terminals.

For the above reasons, it is crucial that travelers **have all travel documents in order** and be as patient and cooperative as possible with security personnel. Make two copies each of passport (main information page), visa and travel tickets and keep them separate from the originals and from each other. With heightened security concerns, replacing lost documents will be more tedious than normal.

The above advice also applies to **cruise, train, bus** and other travel.

Travelers should leave their entire itinerary – including, if possible, contact names and phone numbers – with a trusted contact at home.

When **booking travel**, emphasize to travelers that economy fares usually do not permit itinerary changes without high fees and that travelers should consider booking more flexible fares, especially if traveling to countries that may be directly affected by war in Iraq.

Travelers should also strongly consider **travel insurance**, and should look for policies that will cover the trip in the event of war (some do not).

Travelers should also **register with their embassy** in each foreign destination they visit. On-line registration is available for many countries. This could prove crucial in the event that the U.S. government obtains information about military movements or terrorist attacks.

- **If war breaks out:** Expect a significant drop in number of travelers, especially in the number of international bookings from the U.S. Some airlines in the Middle East may suspend service; at a minimum, expect flight cancellations in that region.

Anti-war protests will continue and intensify throughout the Middle East, Europe and the U.S. Travelers should know about the location, time, tenor and anticipated size of each protest. Most protests do not pose a threat to travelers, but often shut down city streets and highways and could be a major inconvenience. iJET services are the best way to stay current on planned protests around the world.

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If travelers must **depart a destination quickly** by air, train or boat, they should do so only after contacting their travel provider by phone to ensure that they have a seat on the next flight, train or ship. Making arrangements by phone is far more efficient than simply showing up at an airport hoping to secure a seat. Also, travelers should always have enough cash on hand to leave their destination quickly. Do not assume banks will be open or ATMs will be available in an emergency.

Lastly, **travel advisors need to stay abreast** of changing security and travel requirements and communicate these to their clients. Again, the best source for such information is iJET. At a minimum, agencies should consider developing a resource list for travelers. The list should include various government and private sources such as Transportation Security Administration, U.S. State Department, the Department of Homeland Security, the Centers for Disease Control and Prevention and counterpart agencies in relevant destinations.

CORPORATE TRAVEL MANAGERS

In addition to all of the above information, the corporate travel manager should incorporate the following guidelines to develop a successful safety and security program for employees. A well-developed crisis management plan combined with informed and trained travel managers and employees is one of the most important assets a corporation can have. Corporations can potentially save substantial amounts of money by avoiding unforeseen expenses related to a crisis and ensuring business continuity.

A solid system of communication and traveler tracking is the most vital measure for any crisis management situation. In the event of an emergency, the travel manager will play an integral role in assisting executive level management and the corporate crisis management provider in locating employees and having employee profiles on hand so that an emergency plan (security and medical) can be tailored for each employee. As such, travel managers should be working with Human Resources to capture or update all employee profiles and emergency contact information. Consider backup communications capabilities such as a satellite phone for higher risk locations.



Have a database and system that houses all travel related information including employee profiles, a variety of corporate and employee contact information and destination intelligence information. This is a fundamental part of proper travel management. Where appropriate, this system should be accessible to the corporate travel department, human resources, corporate security department and corporate crisis management provider. This contact information needs to include day and after-hours numbers for your corporate Crisis Management Team (CMT). Often, the travel manager plays an integral role in assisting executive level management in locating and determining exact locations and medical condition of employees that are on travel status.

Review all insurance and assistance policies in response to these new threats. Many pre-existing policies exclude terrorism and war coverage. You should review your policies with your providers and make sure you understand the exclusions or limitations. Verify all emergency contact information and make sure you have a non-800 number for access outside of the U.S.

Update and list all vendor contacts. In addition to your insurance and assistance providers, update contact information for all your key vendors. Make sure you have back-up numbers and after-hours numbers for each vendor. Remember, a crisis can occur at any time.

Corporations should have some system of traveler tracking for both business and leisure travel. The travel manager should ensure that all information is accurate and up to date. The employee must also have 24-hour access to a corporation contact, and the corporate crisis management team and provider. The 24-hour contact system should be capable of managing telephone communications (with primary and alternate numbers), email and other Web-based devices, fax and voicemail; do not rely on one system. Develop a company intranet site to support and display destination intelligence information and frequently asked questions.

Develop or update a travel policy mandating that employees provide or enter all travel itinerary and applicable personal information into the traveler tracking system. Use only designated travel agency or travel system for booking all travel, including lodging. It is very important to capture lodging arrangements, especially for those employees attending trade shows, conferences,

meetings or other special events. Without appropriate company reservation procedures and a pre-travel itinerary format, locating a company traveler becomes extremely difficult and may be impossible.

Evaluate and update Evacuation Plans. If there are expatriates in an area where evacuation may be necessary, make sure you have an Evacuation Plan in place and that it is updated. This plan, at a minimum, needs to cover both a primary and alternate plan for evacuation. When a problem erupts, it may be too late to get people out of the situation.

Clear and concise employee travel policies are essential for mitigating risks and recognizing threats. The travel manager and the crisis management coordinator can provide mandatory pre-travel briefings to all employees. The briefing should include instructions on the traveler tracking system, personal security measures, contact information for assistance and insurance providers and in-country crisis or evacuation plans from the perspectives of the traveler, travel manager and the crisis management team.

iJET's Worldcue Services. iJET offers a wide range of information, software and assistance services to help corporations and travel agencies build and support a comprehensive, real-time travel risk management solution. Please visit our Web site at www.ijet.com or contact us at info@ijet.com or at 877-606-IJET (4538).



About iJET Travel Intelligence

iJET[®] Travel Intelligence[®] (www.ijet.com), the travel risk management company, provides real-time Travel Intelligence services through its award-winning Worldcue[®] technology platform for tracking, monitoring and communicating with travelers. iJET services are backed by regional and category specialists from the fields of intelligence, security, travel, and health who staff an around-the-clock operations center in Annapolis, Maryland. Analysts continuously monitor more than 6,000 sources worldwide to help international travelers avoid or minimize travel risk and disruption. iJET's proprietary technology platform was recently awarded a Global Excellence Gold Award at the AIIM 2002 conference for its technology implementation.

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