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MANAGING TRAVEL RISK: KEEPING TRAVELERS SAFE
TAKING A FLIGHT

APRIL 2021

When it comes to their personal safety, the pandemic is likely to be at the forefront of most people's thinking as they return to regular business travel. But they also need to be mindful of the other risks they faced before the pandemic. As it may have been some time since most people last traveled regularly, now is the time to provide a reminder of some of the things they can do to keep themselves safe.

Before heading to the airport, safe travelers
- Ensure they're in **good health**, to **reduce the risk** of being quarantined or denied boarding.
- Bring an **adequate** supply of any **medication** in their hand luggage, ensuring these remain in their original packaging and are accompanied by prescriptions or medical letters if traveling abroad.
- **Check import restrictions** for medicines and foodstuffs at their destination.
- Consider **direct flights** over connections.
- Carry **masks and wipes** for cleaning frequently-touched surfaces on board the flight.
- **Bring** their **own** headsets, reading materials, drink bottles, pillows.
- **Leave home early**, as airport passenger processing times are now longer than usual.
- Check in **online** and use **self-service kiosks** to minimize contact with airline staff.

Image: Freepik.com

At the airport, safe travelers
- **Follow the rules** on queuing, maintaining a social distance and wearing face masks.
- **Listen carefully** for airline announcements - as boarding processes have changed - and know their seat number and zone.
- Carry **food/water** on board if there is no inflight service.
- Never leave their **luggage unattended** or with a stranger or carry anything for someone else.
- Don't reveal hotel details to **strangers**.
- Keep their travel **documents secure**.
- Spread out credit **cards and cash** in case of theft.
- Are careful when using **public Wi-Fi** and don't access sensitive information.

On the flight, safe travelers
- **Take** their **valuables** and passport with them if leaving their seat.
- Keep **hydrated** and don't drink too much alcohol.
- Stay healthy by **exercising while seated** and wearing compression socks on longer flights.
- **Limit consumption** of food and drink, as removing face masks increases risk.
- Pay for catering using contactless or **cashless payment** (if available).
- **Avoid connecting** to a **USB** port to charge mobile devices, as this may allow data to be accessed.
- **Choose** their **seats** carefully. A window seat reduces contact with passing crew and passengers.
- Avoid viewing **sensitive information** on their devices.

On arrival, safe travelers
- **Plan** their **exit** from the airport in advance, so they don't stand out as tourists.
- Remember to **retrieve** all checked **luggage**.
- **Carry some cash** to exchange into local currency on arrival, in case airport ATMs are not working or debit cards are not accepted.
- Make **credit card or contactless** payment when possible.
- Are ready to complete health and other government **declaration forms**.
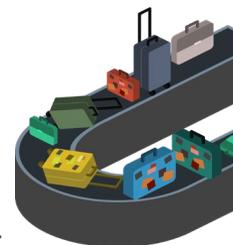
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Mike Eggleton
Director, Research and Intelligence

Lise Levesque
Senior Crisis Program Manager, Global Crisis Management

Shivshankar Selvamani
Crisis Program Manager, Global Crisis Management