

S.O.S. – STANDARDS OF SAFETY IN BUSINESS TRAVEL

Safety Standards for the Business Travel and Meetings Industry During a Pandemic

Developed for the industry by industry buyer, supplier, and consulting volunteers

June 2020





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It is the intent of The Travel and Meetings Standards (TAMS) Taskforce that the guidelines put forth in S.O.S. — The Standards of Safety in Business Travel be adopted and used within organizations as they see fit. This report is not to be used for commercial purposes or gain and should not be reproduced or altered in any format without express permission and attribution.

INTRODUCTION

March 2020 will be the time we all remember as when travel came to a complete stop. The world became focused on shutting down so that we can all try to stay healthy and safe.

Information and questions poured in from everywhere. It became overwhelming and confusing. We needed to come together to develop the standards for this new normal of travel that we were approaching. This was my inspiration for the Travel and Meetings Standards (TAMS) Taskforce. The realization that the only way to move our industry forward was to do it together. Reaching out to the industry was easy; the number of volunteers that were willing to participate was remarkable. TAMS was born.

TAMS is an independent, collaborative, grassroots industry initiative designed to lay the groundwork for safe travel in a post-pandemic world.

Over 181 industry professionals joined forces over eight weeks to identify standards and protocols that will help to keep travelers safe and healthy in eight key areas:

- Air
- Lodging
- Ground Transportation
- Rail
- Meetings & Events
- TMC/OBT/GDS
- Data Management
- Traveler Education

Our hope is you will find the standards developed by our community helpful. This publication will be released to everyone without any restrictions. We recommend using them in policies, supplier sites, technology, educational training, procurement guidelines, and managing your data.

This publication is the start of our industry working together to drive us forward. We recently launched our new LinkedIn page, <https://www.linkedin.com/groups/8942732/>. Please join us and contribute your thoughts and ideas. We will keep this community fluid for all things travel as we begin to journey into the new normal of travel.

We are **very grateful** to those who gave so much to make this publication possible. We are always BETTER TOGETHER!

Thank you,
Susan Lichtenstein, Founder TAMS
DigiTravel Consulting

HOW TO USE THIS REPORT

The *S.O.S. – Standards of Safety in Business Travel* are a series of safety standards for Air, Ground Transport, Lodging, Meetings, and Rail. The information published here is up to date as of June 22, 2020. The standards categories, ranging from most stringent to most lax, are reported in three columns, each representing a phase of the pandemic, from most to least severe.

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
Pandemic declared by WHO	Pandemic declared by WHO	WHO declares easing of the pandemic
Cases at destination are increasing or declining	Cases at destination are increasing or declining	Cases at destination are increasing or declining
Low-Risk Tolerance	High-Risk Tolerance	
	Medium-Risk Tolerance	

Readers should use the set of Standards in the column most applicable to the current state of the pandemic. The current state can be determined by whether the World Health Organization (WHO) has declared a pandemic or not. With this information in hand, the reader can decide which set of standards to follow.

- If a global pandemic was declared by the WHO – use the most stringent standards
- If the destination city is moving into or out of a pandemic – use the less stringent standards
- If a global pandemic declaration by the WHO is no longer in force – use the laxest standards

All of this should be tempered by the level of risk an individual or organization is willing to incur while traveling. This level of risk-tolerance is more challenging to determine since it is unique to each company and to each individual traveler. Companies do not self-identify as having low, medium, or high-risk tolerance, so each reader of this report will have to make their own decision as to where their organization falls on the risk spectrum. Similarly, each traveler must determine the level of risk they are willing to incur and then follow the standards they are comfortable with. The table above illustrates this point. Once a global pandemic has been declared by WHO, a low-risk-tolerant traveler might decide to follow the most stringent standards in the left-hand column, a medium-risk-tolerant traveler might follow the less stringent standards in the middle column, and a high-risk-tolerant traveler might follow the laxest standards in the righthand column.

Ultimately, it is the responsibility of the corporation to define the minimum health and safety standards they are comfortable following and to educate their travelers on those standards. Standards can include, but not be limited to, physical distancing, PPE requirements, testing requirements, capacity guidance, or other safety protocols. It is the responsibility of the traveler to adhere to the standards communicated to them by their corporation, by the service provider they interact with (e.g., airline, hotel, etc.) and any restrictions imposed in the location to which they travel.

AIR STANDARDS

Introduction

The Air Standards were developed to ensure a safe return to travel, defining the expectations during a pandemic or other global health crisis. The standards are outlined in two categories, Airline policy standards and the actual end to end airline journey. The journey is framed in four personas: Traveler, Above the Wing, Below the Wing, and Airport Employees. Readers will see that many standards apply across multiple personas.



Scope

The airline policy standards were derived through a thorough review of current airline policies along with an industry survey. These standards are ranked based on the survey results. In the development of the airline journey standards, a journey map was developed and covers the following: pre-trip, departure airport, arrival airport, connections, border and customs, baggage reclaim, destination, and post-trip.

The Standards

- [1. Airline Policy Standards](#)
- [2. Traveler Standards](#)
- [3. Above the Wing Standards](#)

- [4. Below the Wing Standards](#)
- [5. Airport Employee Standards](#)

AIR STANDARDS – AIRLINE POLICY STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Airline Ticket Validity</u></p> <ul style="list-style-type: none"> Airline tickets validity dates should be extended for two years. <p><u>Unused Tickets</u></p> <ul style="list-style-type: none"> Rebooking of unused tickets should be streamlined, so airline waivers are embedded in rules, and agencies can easily process ticket exchanges. Reducing processing time for agencies and ensuring debit memos are not issued. Airlines issue waivers for name changes and any associated fees on airline tickets without requiring airline sales support assistance. <p><u>Destination Changes</u></p> <ul style="list-style-type: none"> Airlines to allow changes to a ticketed destination if there are travel bans or airport closures. <p><u>UATP Card Utilization</u></p> <ul style="list-style-type: none"> Allow for unused ticket value to be converted to a UATP card to facilitate payment on future tickets, reducing the need to exchange unused tickets. <p><u>Airline Mobile Applications</u></p> <ul style="list-style-type: none"> Airlines should improve mobile app functionality to allow travelers to change and exchange tickets easily during irregular operations. <p><u>Frequent Flyer Programs</u></p> <ul style="list-style-type: none"> Airlines offer travelers frequent flyer incentives in order to retain status for an extended period of time, offer mileage incentives when companies resume travel. 	<p><u>Airline Ticket Validity</u></p> <ul style="list-style-type: none"> Airline tickets validity dates should be extended for two years. <p><u>Unused Tickets</u></p> <ul style="list-style-type: none"> Rebooking of unused tickets should be streamlined, so airline waivers are embedded in rules, and agencies can easily process ticket exchanges. Reducing processing time for agencies and ensuring debit memos are not issued. Airlines issue waivers for name changes and any associated fees on airline tickets without requiring airline sales support assistance. <p><u>Destination Changes</u></p> <ul style="list-style-type: none"> Airlines to allow changes to a ticketed destination if there are travel bans or airport closures. <p><u>UATP Card Utilization</u></p> <ul style="list-style-type: none"> Allow for unused ticket value to be converted to a UATP card to facilitate payment on future tickets, reducing the need to exchange unused tickets. <p><u>Airline Mobile Applications</u></p> <ul style="list-style-type: none"> Airlines should improve mobile app functionality to allow travelers to change and exchange tickets easily during irregular operations. <p><u>Frequent Flyer Programs</u></p> <ul style="list-style-type: none"> Airlines offer travelers frequent flyer incentives in order to retain status for an extended period of time, offer mileage incentives when companies resume travel. 	<p><u>Resumption of Travel</u></p> <ul style="list-style-type: none"> Airlines roll back their pandemic related waivers and rule changes and begin to resume normal policies and procedures.

AIR STANDARDS – TRAVELER STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Communication</u></p> <ul style="list-style-type: none"> • Communicate requirements for travelers at the time of online check-in, including health questionnaires, required PPE, baggage, check-in procedures, physical distancing in pre-departure areas (>6 ft.), and boarding processes. • Frequent announcements and reminders outlining physical distancing rules as it pertains to restrooms, congregation and walking through aisles while boarding, in-flight, and deplaning. • Provide details on meal / in-flight services that will be provided onboard <p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> • Wear required PPE as governed by regulatory bodies and practice physical distancing. • Provide required PPE to travelers should a traveler be ill-equipped. <p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> • Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines. • Implement contactless options for payment and points of egress. 	<p><u>Communication</u></p> <ul style="list-style-type: none"> • Communicate requirements for travelers at the time of online check-in, including health questionnaires, required PPE, baggage, check-in procedures, physical distancing in pre-departure areas (>6 ft.), and boarding processes. • Frequent announcements and reminders outlining physical distancing rules as it pertains to restrooms, congregation and walking through aisles while boarding, in-flight, and deplaning. • Provide details on meal / in-flight services that will be provided onboard. <p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> • Wear required PPE as governed by regulatory bodies and practice physical distancing. • Provide required PPE to travelers should a traveler be ill-equipped. <p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> • Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines. • Implement contactless options for payment and points of egress. 	<p><u>Communication</u></p> <ul style="list-style-type: none"> • Communicate any requirements for travelers at the time of online check-in, including health questionnaires, if PPE is required, any changes to baggage, check-in procedures, and boarding processes.

AIR STANDARDS – ABOVE THE WING STANDARDS (1)

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Communication</u></p> <ul style="list-style-type: none"> • Communicate requirements for travelers at the time of online check-in, including health questionnaires, required PPE, baggage, check-in procedures, physical distancing in pre-departure areas (>6 ft.), and boarding processes. • Frequent announcements and reminders outlining physical distancing rules as it pertains to restrooms, congregation and walking through aisles while boarding, in-flight, and deplaning. • Provide travelers alternate flight options when a flight is booked up to capacity, and physical distancing through seat spacing may not be available. • Provide details on meal / in-flight services that will be provided onboard. <p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> • Wear required PPE as governed by regulatory bodies and practice physical distancing. • Provide required PPE to travelers should a traveler be ill-equipped. • Provide additional PPE, hand sanitizer, latex gloves, and cleaning products in staff common areas, including break rooms, baggage holding areas, and employee entrances. • Implement temperature checks and/or fitness for travel/duty protocols. 	<p><u>Communication</u></p> <ul style="list-style-type: none"> • Communicate requirements for travelers at the time of online check-in, including health questionnaires, required PPE, baggage, check-in procedures, physical distancing in pre-departure areas (>6 ft.), and boarding processes. • Frequent announcements and reminders outlining physical distancing rules as it pertains to restrooms, congregation and walking through aisles while boarding, in-flight, and deplaning. • Provide travelers alternate flight options when a flight is booked up to capacity, and physical distancing through seat spacing may not be available. • Provide details on meal / in-flight services that will be provided onboard. <p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> • Wear required PPE as governed by regulatory bodies and practice physical distancing. • Provide required PPE to travelers should a traveler be ill-equipped. • Provide additional PPE, hand sanitizer, latex gloves, and cleaning products in staff common areas, including break rooms, baggage holding areas, and employee entrances. • Implement temperature checks and/or fitness for travel/duty protocols. 	<p><u>Communication</u></p> <ul style="list-style-type: none"> • Communicate requirements for travelers at the time of online check-in, including health questionnaires, required PPE, baggage, check-in procedures, physical distancing in pre-departure areas (>6 ft.), and boarding processes. • Frequent announcements and reminders outlining physical distancing rules as it pertains to restrooms, congregation and walking through aisles while boarding, in-flight, and deplaning. • Provide travelers alternate flight options when a flight is booked up to capacity, and physical distancing through seat spacing may not be available. • Provide details on meal / in-flight services that will be provided onboard. <p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> • Wear required PPE as governed by regulatory bodies and practice physical distancing. • Provide required PPE to travelers should a traveler be ill-equipped. • Provide additional PPE, hand sanitizer, latex gloves, and cleaning products in staff common areas, including break rooms, baggage holding areas, and employee entrances. • Implement temperature checks and/or fitness for travel/duty protocols.

See the continuation of Above the Wing Standards on the next page.

AIR STANDARDS – ABOVE THE WING STANDARDS (2)

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> • Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines. • Implement contactless options for payment and points of egress. • Minimize post/shift changes for employees. • Airlines should modify in-flight services, such as beverage and meal service, to reduce the amount of contact between the flight crew and passengers. <p><u>Cleaning Standards</u></p> <ul style="list-style-type: none"> • Institute more stringent airport and aircraft cleaning protocols, including as a minimum: HEPA air filters, antimicrobial foggers, electrostatic sprayers, extensively thorough cleaning of seats, consoles, windows, doors, monitors/ screens, bathrooms, and any other high touch areas. • Implement more robust, longer in duration increased frequency, and provide hand sanitizer, sanitary wipes, and latex gloves at counters, curbside check-in, gates, lounges, jet-bridge, onboard aircraft, and baggage areas. • Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible. 	<p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> • Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines. • Implement contactless options for payment and points of egress. • Minimize post/shift changes for employees. • Airlines should modify in-flight services, such as beverage and meal service, to reduce the amount of contact between the flight crew and passengers. <p><u>Cleaning Standards</u></p> <ul style="list-style-type: none"> • Institute more stringent airport and aircraft cleaning protocols, including as a minimum: HEPA air filters, antimicrobial foggers, electrostatic sprayers, extensively thorough cleaning of seats, consoles, windows, doors, monitors/ screens, bathrooms, and any other high touch areas. • Implement more robust, longer in duration increased frequency, and provide hand sanitizer, sanitary wipes, and latex gloves at counters, curbside check-in, gates, lounges, jet-bridge, onboard aircraft, and baggage areas. • Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible. 	<p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> • Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines. • Implement contactless options for payment and points of egress. • Minimize post/shift changes for employees. • Airlines should modify in-flight services, such as beverage and meal service, to reduce the amount of contact between the flight crew and passengers. <p><u>Cleaning Standards</u></p> <ul style="list-style-type: none"> • Institute more stringent airport and aircraft cleaning protocols, including as a minimum: HEPA air filters, antimicrobial foggers, electrostatic sprayers, extensively thorough cleaning of seats, consoles, windows, doors, monitors/ screens, bathrooms, and any other high touch areas. • Implement more robust, longer in duration increased frequency, and provide hand sanitizer, sanitary wipes, and latex gloves at counters, curbside check-in, gates, lounges, jet-bridge, onboard aircraft, and baggage areas. • Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible.

AIR STANDARDS – BELOW THE WING STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> Wear required PPE as governed by regulatory bodies and practice physical distancing. Provide additional PPE, hand sanitizer, latex gloves, and cleaning products in staff common areas, including break rooms, baggage holding areas, and employee entrances. Implement temperature checks and/or fitness for travel/duty protocols <p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines. Minimize post/shift changes for employees. Implement contactless options for payment and points of egress. Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible. <p><u>Cleaning Standards</u></p> <ul style="list-style-type: none"> Institute more stringent airport and aircraft cleaning protocols, including as a minimum: HEPA air filters, antimicrobial foggers, electrostatic sprayers, extensively thorough cleaning of seats, consoles, windows, doors, monitors/ screens, bathrooms, and any other high touch areas. Implement more robust, longer in duration, increased frequency, and provide hand sanitizer, sanitary wipes, and latex gloves at counters, curbside check-in, gates, lounges, jet-bridge, onboard aircraft, and baggage areas. 	<p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> Wear required PPE as governed by regulatory bodies and practice physical distancing. Provide additional PPE, hand sanitizer, latex gloves, and cleaning products in staff common areas, including break rooms, baggage holding areas, and employee entrances. Implement temperature checks and/or fitness for travel/duty protocols <p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> Implement barriers, floor direction arrows and other signage to enforce physical distancing guidelines, Minimize post/shift changes for employees. Implement contactless options for payment and points of egress. Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible. <p><u>Cleaning Standards</u></p> <ul style="list-style-type: none"> Institute more stringent airport and aircraft cleaning protocols, including as a minimum: HEPA air filters, antimicrobial foggers, electrostatic sprayers, extensively thorough cleaning of seats, consoles, windows, doors, monitors/ screens, bathrooms, and any other high touch areas. Implement more robust, longer in duration increased frequency and provide hand sanitizer, sanitary wipes, and latex gloves at counters, curbside check-in, gates, lounges, jet-bridge, onboard aircraft, and baggage areas. 	<p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> Implement contactless options for payment and points of egress. <p><u>Cleaning Standards</u></p> <ul style="list-style-type: none"> Institute more stringent airport and aircraft cleaning protocols, including as a minimum: HEPA air filters, antimicrobial foggers, electrostatic sprayers, extensively thorough cleaning of seats, consoles, windows, doors, monitors/ screens, bathrooms, and any other high touch areas. Implement more robust, longer in duration increased frequency and provide hand sanitizer, sanitary wipes, and latex gloves at counters, curbside check-in, gates, lounges, jet-bridge, onboard aircraft, and baggage areas

AIR STANDARDS – AIRPORT EMPLOYEE STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Communication</u></p> <ul style="list-style-type: none"> • Frequent announcements and reminders outlining physical distancing rules as it pertains to restrooms, congregation, and walking through aisles while boarding, in-flight and deplaning. <p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> • Wear required PPE as governed by regulatory bodies and practice physical distancing. • Provide additional PPE, hand sanitizer, latex gloves, and cleaning products in staff common areas, including break rooms, baggage holding areas, and employee entrances. • Implement temperature checks and/or fitness for travel/duty protocols. <p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> • Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines. • Implement contactless options for payment and points of egress. • Minimize post/shift changes for employees. <p><u>Cleaning Standards</u></p> <ul style="list-style-type: none"> • Implement more robust, longer in duration increased frequency and provide hand sanitizer, sanitary wipes, and latex gloves at counters, curbside check-in, gates, lounges, jet-bridge, onboard aircraft, and baggage areas. 	<p><u>Communication</u></p> <ul style="list-style-type: none"> • Frequent announcements and reminders outlining physical distancing rules as it pertains to restrooms, congregation, and walking through aisles while boarding, in-flight and deplaning. <p><u>Personal Protective Equipment</u></p> <ul style="list-style-type: none"> • Wear required PPE as governed by regulatory bodies and practice physical distancing. • Provide additional PPE, hand sanitizer, latex gloves, and cleaning products in staff common areas, including break rooms, baggage holding areas, and employee entrances. • Implement temperature checks and/or fitness for travel/duty protocols. <p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> • Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines. • Implement contactless options for payment and points of egress. • Minimize post/shift changes for employees. <p><u>Cleaning Standards</u></p> <ul style="list-style-type: none"> • Implement more robust, longer in duration, increased frequency, and provide hand sanitizer, sanitary wipes, and latex gloves at counters, curbside check-in, gates, lounges, jet-bridge, onboard aircraft, and baggage areas. 	<p><u>Reduced Contact</u></p> <ul style="list-style-type: none"> • Implement contactless options for payment and points of egress. <p><u>Cleaning Standards</u></p> <ul style="list-style-type: none"> • Implement more robust, longer in duration, increased frequency, and provide hand sanitizer, sanitary wipes, and latex gloves at counters, curbside check-in, gates, lounges, jet-bridge, onboard aircraft, and baggage areas.

GROUND TRANSPORTATION STANDARDS

Introduction

The Ground Transportation Committee Standards were developed to help corporate travel stakeholders determine what they should expect for their travelers when renting and hiring a vehicle. The standards cover several different categories and were developed and documented for three different levels of a pandemic. Readers can use the set of Standards in the column most applicable to the current state of the pandemic.



- A global pandemic was declared by the WHO – most stringent standards
- The event destination city is either moving into or out of a pandemic – less stringent standards
- A global pandemic declaration by the WHO is no longer in force – most lax standards

Scope

The Ground Transportation Standards provided address safety standards in the ground segment, such as ride-hail, car rental, scooters, and chauffeured transportation.

Innovations

The Ground Transportation committee focused primarily on two categories – those where the customer is the driver “MeDrive,” and when the customer is a passenger “DriveMe.” With over 20 classifications of suppliers in this category, we created a simple way to describe the subcategories. MeDrive has a condensed set of suppliers that cover most of the commercial activity around the world. In contrast, DriveMe is the opposite, with more independently owned and unaffiliated providers than any other category in travel. Ultimately, we need healthy suppliers to support these standards and support the progress to enable demand.

The Ground Transportation committee felt that to generate demand, confidence needed to be provided no matter which ground category they chose. Therefore, creating an agnostic app or bar code, which is completely independent of the supplier, would help the industry move forward in aiding travelers to know what other travelers are sensing for the provider they chose. The app would let the traveler indicate, using a color-code (red, yellow, green), whether they have a lot of confidence in a supplier, middle of the road confidence, or no confidence in a provider.

Use Cases

The Ground Transportation Committee formed use case studies to help generate new ideas and illustrate innovative ways to an open-ended problem with multiple potential solutions.

Use Cases	What	Why	Value	Critical Standards for Success
Car Share commute (not a car owner)	Use car share to commute from home to work	Reduce reliance on public transportation	Avoid buying a car, parking and insurance cost	Robust network of pick up and drop off with cleaning standards
Scooter Share commute	Use scooter to commute from home to work	Avoid risk of personal scooter theft, cost of storage, maintenance cost, avoid public transportation	Alternative to public transportation large metro area with personal vehicle or all vehicle limitations	
Car rental instead of rail - mid to long haul	Dense coverage allows easy access to rental cars	Convenience and confidence in a fully sanitized product, door to door application and avoids potential contamination on public transport	End to end experience in one package, confidence in the product, modern and low CO2 emitting alternative	Network, vehicle choice and cleaning standards
Car share instead of rail - short haul	Dense coverage allows easy access to rental cars	Avoid parking vs. rental, avoid public shared transportation, door to door application	End to end experience in one package, confidence in the product, modern and low CO2 emitting alternative	Network, vehicle choice and cleaning standards
Car rental or share to airport	Alternative to taxi or other rideshare	Confidence and physical distancing	Sanitized product	Network, vehicle choice, and one-way rentals
Rental car vs. own car use	Rent a car to use for business trips instead of mileage reimbursement option	Duty of care - car is fit for purpose with the correct coverages, potentially much more fuel-efficient, wide vehicle choice	Fuel efficiency, no costly processing of mileage reimbursement, reporting options, lower cost of longer journeys	Robust network of pick up and drop off with cleaning standards, vehicle choice
Commute share	Arrange shared rides to work or airport	Avoid larger public transport systems	Lower cost than single ride-hail, lower risk than public transport	Commercial viability for suppliers, expand on government model
Corporate Car Club	Use a Car Club option for large company sites	Flexibility and highly utilized and managed alternative to pool cars	Higher utilization and managed service via technology leads to lower costs and a flexible financial model with no lease/ownership costs	Car Club technology and experience, car cleaning
Shuttle Service for commuters	Use company shuttle for those employees that use public transportation	Reduce reliance on public transportation	Cost-saving for employees, employee piece of mind and less risk of transmission	Technology for proper shuttle service
Drive Me for long-distance travel vs. plane	Use Drive Me to location from home to destination	Avoid larger public transport systems	Saving of time if destination is close enough, traveler piece of mind, less risk to employee	Company approval

The Standards

- [1. DriveMe – PPE Standards](#)
- [2. DriveMe – Cleanliness Standards](#)
- [3. DriveMe – Physical Distancing Standards](#)
- [4. DriveMe – Health Standards](#)
- [5. DriveMe – Cancellation Standards](#)

- [6. MeDrive – PPE Standards](#)
- [7. MeDrive – Cleanliness Standards](#)
- [8. MeDrive – Physical Distancing Standards](#)
- [9. MeDrive – Health Standards](#)
- [10. MeDrive – Compliance Standards](#)
- [11. MeDrive – Customer Satisfaction Survey](#)

GROUND TRANSPORTATION STANDARDS – DRIVEME: PERSONAL PROTECTION EQUIPMENT STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The drivers will wear face masks at the start and end of the ride. • The suppliers will provide hand sanitizer to chauffeurs. • The drivers will wear gloves from the start and end of the ride. • The drivers will not shake hands with travelers. • The drivers can provide a face mask to the traveler if they do not have one. • The driver will provide amenities upon request. • The driver can provide hand sanitizer to the customer before and after the ride. • The supplier will not have more than 2 individuals in the vehicle, and the front seat will not be used. <p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The customer will wear a face mask when riding in the vehicle. 	<p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The drivers will wear face masks at the start and end of the ride. • The suppliers can provide hand sanitizer to drivers. • The drivers will wear gloves from the start and end of the ride. • The drivers will not shake hands with travelers. • The driver can provide a face mask to the traveler if they do not have one. • The driver can provide amenities upon request. • The driver can provide hand sanitizer to the customer before and after the ride. • The supplier will not have more than 2 individuals in the vehicle, and the front seat will not be used. <p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The customer is encouraged to wear a face mask when riding in the vehicle. 	<p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The drivers can wear face masks at the start and end of the ride. • The suppliers can provide hand sanitizer to drivers. • The drivers can wear gloves from the start and end of the ride. • The drivers will not shake hands with travelers. • The driver can provide a face mask to the traveler at their request. • The driver can provide water upon request. • The driver can provide hand sanitizer to the customer before and after the ride. • The driver can have more than 2 people in the vehicle. <p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The customer is encouraged to wear a face mask when riding in the vehicle.

GROUND TRANSPORTATION STANDARDS – DRIVEME: CLEANLINESS STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Clean and Disinfect</u></p> <ul style="list-style-type: none"> The supplier will clean and disinfect the vehicle daily with a minimum of 70% base alcohol product, including seat belts, doorknobs, armrests, door handles, and window switches. The driver will clean and disinfect the entire vehicle with a minimum of 70% base alcohol in-between every drive if not returning to the office. The driver will quarantine a vehicle for 14 days if the customer and/or employee(s) report any illness. For the larger passenger vehicles larger than 7, the supplier will wet mop and vacuum (no sweeping as that will only just put the virus and dust in the air). Overnight, while parked, the supplier will use a disinfectant bomb. The driver will use fresh air circulation system, not recirculation. For larger vehicles, the supplier will open the windows 1-2 inches to maximize airflow without affecting cabin temperature. For extreme conditions, the supplier will use a UV light system to eradicate the virus. <p><u>Clean and Disinfect</u></p> <ul style="list-style-type: none"> The traveler will remove all personal items and trash at the end of their ride. 	<p><u>Clean and Disinfect</u></p> <ul style="list-style-type: none"> The supplier will clean and disinfect the vehicle daily with a minimum of 70% base alcohol product, including seat belts, doorknobs, armrests, door handles, and window switches. The supplier can install sneeze guards (check with the provider). The driver will clean and disinfect the entire vehicle with a minimum of 70% base alcohol in-between every drive if not returning to the office. The supplier will quarantine a vehicle for 72 hours if the customer and/or chauffeur report any illness. For the larger passenger vehicles larger than 7, the supplier will wet mop and vacuum (no sweeping as that will only just put the virus and dust in the air). Overnight, while parked, the supplier will use a disinfectant bomb. The driver will use a fresh air circulation system, not recirculation. For larger vehicles, the supplier will open the windows 1-2 inches to maximize airflow without affecting cabin temperature. For extreme conditions, the supplier will use a UV light system to eradicate the virus. <p><u>Clean and Disinfect</u></p> <ul style="list-style-type: none"> The traveler will remove all personal items and trash at the end of their ride. 	<p><u>Clean and Disinfect</u></p> <ul style="list-style-type: none"> The supplier will clean and disinfect the vehicle daily with a minimum of 70% base alcohol product, including seat belts, doorknobs, armrests, door handles, and window switches. The supplier can install sneeze guards (check with the provider). The driver will clean and disinfect the entire vehicle with a minimum of 70% base alcohol in-between every drive if not returning to the office. The supplier will quarantine a vehicle for 72 hours if customer and/or chauffeur report any illness. For larger passenger vehicles larger than 7, the supplier should wet mop and vacuum (no sweeping as that will only just put the virus and dust in the air). Overnight, while parked, the supplier can use a disinfectant bomb. The driver will use fresh air circulation system, not recirculation. For larger vehicles, the driver can open windows 1-2 inches to maximize airflow without affecting cabin temperature. For extreme conditions, a UV light system can be installed to eradicate the virus. <p><u>Clean and disinfect</u></p> <ul style="list-style-type: none"> The traveler will remove all personal items and trash at the end of their ride.

GROUND TRANSPORTATION STANDARDS – DRIVEME: PHYSICAL DISTANCING STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Physical Distancing</u></p> <ul style="list-style-type: none"> The driver will remain 6ft apart from the traveler. The driver can handle the luggage based on the traveler's preference. The driver will only seat passengers in every other seat with skipping every other row for larger vehicles. The driver will board passengers on larger vehicles with 6 feet spacing in line. 	<p><u>Physical Distancing</u></p> <ul style="list-style-type: none"> The driver can remain 3ft/1meter apart from the traveler or by local ordinance. The driver can handle the luggage based on the traveler's preference. The driver will only seat passengers in every other seat with skipping every other row for larger vehicles. The driver will board passengers on larger vehicles with 6 feet spacing in line. 	<p><u>Physical Distancing</u></p> <ul style="list-style-type: none"> The driver can remain 3ft/1meter apart from the traveler or by local ordinance. The driver can handle the luggage based on the traveler's preference. <p><u>Physical Distancing</u></p> <ul style="list-style-type: none"> The passenger is encouraged to wear a face mask as max seating will be available, and it will be close proximity.

GROUND TRANSPORTATION STANDARDS – DRIVEME: HEALTH STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Health Check</u></p> <ul style="list-style-type: none"> The driver will take their temperature before each shift and report back to the supervisor. The driver will acknowledge health policies and procedures. 	<p><u>Health Check</u></p> <ul style="list-style-type: none"> The driver will take their temperature before each shift and report back to the supervisor. The driver will acknowledge health policies and procedures. 	<p><u>Health Check</u></p> <ul style="list-style-type: none"> The driver will acknowledge health policies and procedures.

GROUND TRANSPORTATION STANDARDS – DRIVEME: CANCELLATION STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Cancellation</u></p> <ul style="list-style-type: none"> The traveler will cancel their ride if they've had any symptoms within 24 hours. 	<p><u>Cancellation</u></p> <ul style="list-style-type: none"> The traveler will cancel their ride if they've had any symptoms within 24 hours. 	<p><u>Cancellation</u></p> <ul style="list-style-type: none"> The traveler will cancel their ride if they've had any symptoms within 24 hours.

GROUND TRANSPORTATION STANDARDS – MEDRIVE: PERSONAL PROTECTION EQUIPMENT STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The employees will wear a face mask at all touchpoints. • The suppliers will provide hand sanitizer to all employees at every touchpoint. • The employees will wear gloves when specifically dealing with customers. • The suppliers are recommended to have a shield at the counter and security gate for less contact. <p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The customer will wear a face mask while in supplier facilities and when engaging with any employee. 	<p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The employees will wear a face mask at all touchpoints. • The employees at the rental location will wear gloves. • The employees will have sanitizer available for use. • The suppliers are recommended to have a shield at the counter and security gate. <p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The customer will wear a face mask as required by local regulation in supplier facilities and when engaging with any employee. • The customer will have hand sanitizer available for use. 	<p><u>Personal Protection Equipment</u></p> <ul style="list-style-type: none"> • The employees and travelers can wear a face mask and will be available upon request (or for purchase). • The supplier will have hand sanitizer available for travelers and employees. • The supplier may have shields at the counter and security gate.

GROUND TRANSPORTATION STANDARDS – MEDRIVE: CLEANLINESS STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p>Clean and Disinfect</p> <ul style="list-style-type: none"> The supplier will clean and disinfect anything the customer has used after each use. The supplier will clean and disinfect the entire vehicle, including keys, top, side in-between every drive. The supplier will quarantine a vehicle (72 hours) if the customer and/or employee(s) report any illness. The supplier will take self-service rentals out of service (Bikes, Scooters, Car Share) unless in rental facility with staff. 	<p>Clean and Disinfect</p> <ul style="list-style-type: none"> The supplier will clean and disinfect anything the customer has used after each use. The supplier will clean and disinfect the entire vehicle, including keys, tops, sides, inside between every drive. The supplier will disinfect anything the customer touches after each use. The supplier will quarantine any vehicle (72 hours) if a customer and/or employee report any illness. The supplier for self-service vehicles will place for rent signs posted to clean along with wipes with limited inventory and regular staff inspections. 	<p>Clean and Disinfect</p> <ul style="list-style-type: none"> The supplier will clean and disinfect anything the customer has used after each use. The supplier will clean and disinfect the entire vehicle, including keys, tops, sides, inside between every drive. The supplier will disinfect anything the customer touches after each use. The supplier is encouraged to quarantine any vehicle (72 hours) if a customer and/or employee report any illness. The supplier for self-service vehicles will place for rent signs posted to clean along with wipes with full inventory and regular staff inspections.

GROUND TRANSPORTATION STANDARDS – MEDRIVE: PHYSICAL DISTANCING STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p>Physical Distancing</p> <ul style="list-style-type: none"> The supplier will provide queue dividers and barriers, tape on floor 6ft /2 meter apart, and number of customers inside/inline required. 	<p>Physical Distancing</p> <ul style="list-style-type: none"> The supplier will provide queue dividers and barriers, tape on floor 3ft/1 meter apart (WHO guideline), and limits on customers inside/inline required OR minimum required by local regulations. 	<p>Physical Distancing</p> <ul style="list-style-type: none"> The supplier will not have any limits online spacing or maximum travelers in line.

GROUND TRANSPORTATION STANDARDS – MEDRIVE: HEALTH STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p>Temperature Check</p> <ul style="list-style-type: none"> The supplier will check each employee before entering the rental facility building at the start of a shift. 	<p>Temperature Check</p> <ul style="list-style-type: none"> The supplier will check each employee before entering the rental facility building at the start of a shift. 	<p>Temperature Check</p> <ul style="list-style-type: none"> The supplier and/or employee can request a temperature check before their shift.

LODGING STANDARDS

Introduction

The Lodging Committee covers a range of accommodation types, including hotels, extended-stay properties, and alternative lodging types, such as corporate leased apartments and shared accommodations. Standards were developed to help corporate buyers determine what they should expect from lodging suppliers during a crisis. The Standards were developed to cover four viewpoints (Travelers/Corporate Responsibility, Hotels, Alternate Accommodations, and Third-Party Disruptors) and six states of a trip (pre-trip, check-in, on-property, off-property, check-out, and post-trip).



Scope

The Lodging Standards provided here address safety standards for hotels, extended-stay properties, and alternate accommodations (e.g., corporate leased apartment). They include guest sleeping rooms, lobbies, reception desk, elevators or escalators, and other public spaces. These standards do not apply to hotel conference and convention centers, offsite restaurants, and private event locations. For details about the meetings and conference rooms, please refer to the [Meeting Standards](#).

Innovations

The Lodging Committee has identified several suggested innovations for consideration by the lodging industry to include, but not be limited to:

- Contact-free interactions, i.e., mobile check-in/out and mobile keys (on hotel app)
- Chief Hygiene Officers at each property
- Using A.I. technology, (e.g., "Alexis" type application) that a property can customize to fit their requirements to enable a touchless experience. Voice-activated or online examples could include, but not be limited to:
 - Phone dialing
 - TV controls
 - Room Service ordering
 - LED night lights
 - Restaurant reservations

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- Spa/Salon reservations, or reservations for other amenities (Casino/tables, pool seating/beach cabanas, water activities, kids' programs, etc.)
 - UV light for cleaning of the property, i.e., guest rooms and public spaces
 - Enhance the cleaning/sanitization process of anti-microbial fabrics for furniture, fixtures, and equipment
 - Robots to provide delivery and/or cleaning capabilities
 - Grab and Go food and beverage items
 - Buffets re-imagined
 - Virtual site tours of properties
 - Video of property by GM/EC to promote the standards/best practices that have been implemented
 - Upgraded internet/broadband/SMART TV services to allow for new and expanded uses of sleeping rooms and access to concierge service
 - Plug & Play applications to help with pre-trip health and safety advice, real-time monitoring of travel disruptions, and automated safety check-ins with real-time assistance
 - Improved air circulation systems (HVAC)

The Standards

[1. Pre-Trip](#)

[2. On Property – Property Configuration](#)

[3. On Property – Staff & Supplier Guidelines](#)

[4. On Property – Check-In/Out Guidelines](#)

[5. Post-Trip](#)

LODGING STANDARDS – PRE-TRIP

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Property Cleaning Standards</u></p> <ul style="list-style-type: none"> The property will institute cleaning standards based on the most stringent guidelines as outlined by governing bodies such as the CDC, National Institute of Health, AHMA, or other leading industry bodies. The alternate accommodation service provider or individual owner (e.g., home, apartment, etc.) will certify to the cleaning standards (as above); but will not be responsible for common areas outside their jurisdiction. <p><u>Property Communication Guidelines</u></p> <ul style="list-style-type: none"> The property will publish and maintain their current policies and standards of cleanliness on their website. The property will post signage with reminders on hygiene, PPE requirements, physical distancing, and other property requirements. The property should make their standards available to TMC, OBT, or direct to the consumer. The property will provide direct communication to guests, TMC and sub-contractors notifying of any changes to pandemic related policies. The property will provide direct communication to guests, staff and sub-contractors should an infection be reported by an employee, a subcontractor or another guest within 14 days of visit. <p><u>Online Booking Tool/Website Content Guidelines:</u></p> <ul style="list-style-type: none"> The property will ensure inventory is removed from the GDS, TMC or website if the hotel is closed. The property will ensure 3rd party booking sites only display real-time, available inventory for properties that are accepting reservations. 	<p><u>Property Cleaning Standards</u></p> <ul style="list-style-type: none"> The property will maintain cleaning standards based on the most stringent guidelines as outlined by governing bodies such as the CDC, National Institute of Health, AHMA, or other leading industry bodies. The alternate accommodation service provider or individual owner (e.g., home, apartment, etc.) will certify to the cleaning standards (as above); but will not be responsible for common areas outside their jurisdiction. <p><u>Property Communication Guidelines</u></p> <ul style="list-style-type: none"> The property will publish and maintain their current policies and standards of cleanliness on their website. The property will post signage with reminders on hygiene, PPE requirements, physical distancing, and other property requirements. The property should make their standards available to TMC, OBT, or direct to the consumer. The property will provide direct communication to guests, TMC and sub-contractors notifying of any changes to pandemic related policies. The property will provide direct communication to guests, staff and sub-contractors should an infection be reported by an employee, a subcontractor or another guest within 14 days of visit. <p><u>Online Booking Tool/Website Content Guidelines:</u></p> <ul style="list-style-type: none"> The property will ensure inventory is removed from the GDS, TMC or website if the hotel is closed. The property will ensure 3rd party booking sites only display real-time, available inventory for properties that are accepting reservations. 	<p><u>Property Cleaning Standards</u></p> <ul style="list-style-type: none"> The property will ensure that all areas of the property maintain enhanced cleaning standards. The alternate accommodation service provider or individual owner (e.g., home, apartment, etc.) should maintain the highest standards in cleanliness. <p><u>Property Communication Guidelines</u></p> <ul style="list-style-type: none"> The property should maintain current policies on their website, onsite signage and handouts. <p><u>Online Booking Tool/Website Content Guidelines:</u></p> <ul style="list-style-type: none"> The property will ensure inventory is removed from the GDS, TMC or website if the hotel is closed. The property will ensure 3rd party booking sites only display real-time, available inventory for properties that are accepting reservations.

LODGING STANDARDS – ON PROPERTY – PROPERTY CONFIGURATION (1)

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>On Property Guidelines</u></p> <ul style="list-style-type: none"> • The property will provide in/outflow and circulation directions for guests in public areas to ensure proper physical distancing. • The property will provide hand sanitizer on the inside of all guest and staff common areas. • The property will maintain hourly cleaning of high touch common areas (elevator, escalator, front desk, lavatories, etc.). • The property will provide plexiglass barriers at the front desk and any other areas where staff and hotel guests interact. • The property will ensure no overcrowding in elevators. • The property will eliminate all non-essential items from the room. • The property will eliminate valet parking and offer self-parking as an alternative. If a guest requires parking assistance, the employee will wear a protective mask and gloves. <p><u>Restaurant and Food Service Guidelines:</u></p> <ul style="list-style-type: none"> • The property will not provide buffet food services, both served or self-served. • The property will ensure all tables in dining areas are at an appropriate physical distance. • The property should replace high touch items (salt and pepper shakers, etc.) with one time, use disposable items. • The property may provide room service if the employee does not enter the guest room, and guest orders should be placed outside the guest room door. 	<p><u>On Property Guidelines</u></p> <ul style="list-style-type: none"> • The property will provide in/outflow and circulation directions for guests in public areas to ensure proper physical distancing. • The property will provide hand sanitizer on the inside of all guest and staff common areas. • The property will maintain hourly cleaning of high touch common areas (elevator, escalator, front desk, lavatories, etc.). • The property will provide plexiglass barriers at the front desk and any other areas where staff and hotel guests interact. • The property will ensure no overcrowding in elevators. • The property will eliminate all non-essential items from the room. • The property will offer limited valet parking if physical distancing remains in place, and proper PPE is adhered to. <p><u>Restaurant and Food Service Guidelines:</u></p> <ul style="list-style-type: none"> • The property will not provide buffet food services, both served or self-served. • The property will ensure all tables in dining areas are at an appropriate physical distance. • The property should replace high touch items (salt and pepper shakers, etc.) with one time, use disposable items. • The property may provide room service if the employee does not enter the guest room, and guest orders should be placed outside the guest room door. 	<p><u>On Property Guidelines</u></p> <ul style="list-style-type: none"> • The property should provide hand sanitizer on the inside of all guest and staff common areas. • The property will maintain hourly cleaning of high touch common areas (elevator, escalator, front desk, lavatories, etc.). • The property may maintain any plexiglass barriers if appropriate. • Valet parking may resume normal operation. <p><u>Restaurant and Food Service Guidelines:</u></p> <ul style="list-style-type: none"> • The property should return to normal restaurant and bar operations.

LODGING STANDARDS – ON PROPERTY – PROPERTY CONFIGURATION (2)

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Property Amenity Guidelines</u></p> <ul style="list-style-type: none"> • The property will keep the fitness center and spa closed. • If the property offers luggage/coat storage, the area must have appropriate physical distance between guest items to ensure no cross-contamination. • The property will provide safety instructions for the ice machines. If ice cannot be dispensed hygienically, ice machines will be restricted. • The property will ensure the hotel shuttle adheres to cleaning standards as outlined by ground transportation standards. • The property will restrict capacity on the hotel shuttles in order to ensure proper physical distance between guests. 	<p><u>Property Amenity Guidelines</u></p> <ul style="list-style-type: none"> • The property may open onsite amenities if physical distancing and any required PPE is enforced. • If the property offers luggage/coat storage, the area must have appropriate physical distance between guest items to ensure no cross-contamination. • The property will provide safety instructions for the ice machines. If ice cannot be dispensed hygienically, ice machines will be restricted. • The property will ensure the hotel shuttle adheres to cleaning standards as outlined by ground transportation standards. • The property will restrict capacity on the hotel shuttles in order to ensure proper physical distance between guests. 	<p><u>Property Amenity Guidelines</u></p> <ul style="list-style-type: none"> • The property should open all onsite amenities.

LOGGING STANDARDS – ON PROPERTY – STAFF & SUPPLIER GUIDELINES

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Property Staff Guidelines</u></p> <ul style="list-style-type: none"> • All staff are required to wear PPE while on property. • The property staff will be subject to temperature checks and health questionnaire prior to starting a shift. • The property will provide mandatory health & safety training for all employees pertaining to their roles and responsibilities. <p><u>Supplier/Vendor Guidelines</u></p> <ul style="list-style-type: none"> • All onsite contractors are required to wear PPE while on property and will be subject to temperature checks. • Ensure that all packages received by outside vendors are disinfected before delivering to the recipient. 	<p><u>Property Staff Guidelines</u></p> <ul style="list-style-type: none"> • All staff are required to wear PPE while on property. • The property staff will be subject to temperature checks and health questionnaire prior to starting a shift. • The property will provide mandatory health & safety training for all employees pertaining to their roles and responsibilities. <p><u>Supplier/Vendor Guidelines</u></p> <ul style="list-style-type: none"> • All onsite contractors are required to wear PPE while on property and will be subject to temperature checks. • Ensure that all packages received by outside vendors are disinfected before delivering to the recipient. 	<p><u>Property Staff and Vendor Guidelines</u></p> <ul style="list-style-type: none"> • Staff and contractors will no longer be required to wear PPE.

LODGING STANDARDS – ON PROPERTY – CHECK-IN/OUT GUIDELINES

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Check-in Guidelines</u></p> <ul style="list-style-type: none"> • Upon check-in, the property will inform guests of cleaning protocols, what services are available on property and any local governmental requirements. • Should the traveler lack required PPE, the property will provide guests with an amenity kit that includes required PPE. • The property will provide "contactless" check-in, including digital payment transactions and key exchange done with no physical contact between staff and guests. • The property will not book the hotel to 100% occupancy. <p><u>Check-out Guidelines</u></p> <ul style="list-style-type: none"> • The property will provide "contactless" check-out, including key exchange with no physical contact between staff and guests, including digital invoices and receipts. 	<p><u>Check-in Guidelines</u></p> <ul style="list-style-type: none"> • Upon check-in, the property will inform guests of cleaning protocols, what services are available on property and any local governmental requirements. • Should the traveler lack required PPE, the property will provide guests with an amenity kit that includes required PPE. • The property will provide "contactless" check-in, including digital payment transactions and key exchange done with no physical contact between staff and guests. • The property will not book the hotel to 100% occupancy. <p><u>Check-out Guidelines</u></p> <ul style="list-style-type: none"> • The property will provide "contactless" check-out, including key exchange with no physical contact between staff and guests, including digital invoices and receipts. 	<p><u>Check-in Guidelines</u></p> <ul style="list-style-type: none"> • The property will provide "contactless" check-in, including digital payment transactions and key exchange done with no physical contact between staff and guests. <p><u>Check-out Guidelines</u></p> <ul style="list-style-type: none"> • The property will provide "contactless" check-out, including key exchange with no physical contact between staff and guests, including digital invoices and receipts.

LODGING STANDARDS – POST-TRIP

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Surveys</u></p> <ul style="list-style-type: none"> The property will provide a post-trip electronic survey to capture guest feedback on their experience. <p><u>Contact Tracing</u></p> <ul style="list-style-type: none"> The property will inform guests/company if infection occurs within 14 days of the visit. The guest should inform the property if an infection occurs within 14 days of the visit. <p><u>Continuous Improvement</u></p> <ul style="list-style-type: none"> The property will continuously review procedures, survey responses, customer experience to continuously improve. 	<p><u>Surveys</u></p> <ul style="list-style-type: none"> The property will provide a post-trip electronic survey to capture guest feedback on their experience. <p><u>Contact Tracing</u></p> <ul style="list-style-type: none"> The property will inform guests/company if infection occurs within 14 days of the visit. The guest should inform the property if an infection occurs within 14 days of the visit. <p><u>Continuous Improvement</u></p> <ul style="list-style-type: none"> The property will continuously review procedures, survey responses, customer experience to continuously improve. 	<p><u>Surveys</u></p> <ul style="list-style-type: none"> The property may continue to provide a post-trip electronic survey to capture guest feedback on their experience.

MEETINGS STANDARDS

Introduction

The Meetings Committee Standards were developed to help meeting stakeholders, and meeting planners determine what they should expect from their venues during this crisis. The standards cover seven categories and were developed and documented for three different phases of a pandemic. Readers should use the set of Standards in the column most applicable to the current state of the pandemic.



- A global pandemic was declared by the WHO – most stringent standards
- The event destination city is either moving into or out of a pandemic – less stringent standards
- A global pandemic declaration by the WHO is no longer in force – most lax standards

Scope

The Meeting Standards provided here address only safety standards in meeting venues, such as hotels, conference and convention centers, offsite restaurants, and private event locations. Within hotels, the standards are only focused on meeting spaces, such as meeting and breakout rooms, ballrooms, food setup areas for meals, receptions, and snacks. For details about guest sleeping rooms, lobbies, the reception desk, elevators or escalators, and public restrooms, please refer to the [Lodging Standards](#).

The Standards

- [1. Testing or Access Standards](#)
- [2. Cleanliness Standards](#)
- [3. Physical Distancing Standards](#)
- [4. Food Service Standards](#)

- [5. Participant Responsibilities](#)
- [6. Organizer/Planner Responsibilities](#)
- [7. Package Delivery Protocols](#)

MEETINGS – TESTING OR ACCESS STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Participants/Organization</u></p> <ul style="list-style-type: none"> The participant will be required to show the event registration desk the certified negative results of a virus test taken in the three days before the event or certification of recovery from a healthcare provider, before being allowed to check-in to the event. The documents will not be collected or copied by the registration desk and will solely be used to determine eligibility to receive credentials for the event. The venue will provide temperature checks and screening at the entrance to large meeting spaces for 50 or more people. Participants are required to self-quarantine if symptoms appear or if the planner is notified of exposure. The venue will provide door opening protocols for meeting spaces so participants can minimize the contamination of pull doors or doorknobs. <p><u>Venue Staff</u></p> <ul style="list-style-type: none"> The venue will require that staff provide the certified negative results of a virus test or certification of recovery from a healthcare provider, before allowing the staff member to work. The venue will provide daily temperature checks and screenings for staff at the entrance to the venue. The venue will require staff to leave the venue if symptoms appear or if there is a notification of exposure. 	<p><u>Participants/Organization</u></p> <ul style="list-style-type: none"> The venue will provide temperature checks and screening at the entrance to large meeting spaces for 50 or more people. Participants are required to self-quarantine if symptoms appear or if the planner is notified of exposure. <p><u>Venue Staff</u></p> <ul style="list-style-type: none"> The venue will provide daily temperature checks and screenings for staff at the entrance to the venue. The venue will require staff to leave the venue if symptoms appear or if there is a notification of exposure. 	<p><u>Participants/Organization</u></p> <ul style="list-style-type: none"> Participants are required to self-quarantine if symptoms appear or if the planner is notified of exposure. <p><u>Venue Staff</u></p> <ul style="list-style-type: none"> The venue will require staff to leave the venue if symptoms appear or if there is a notification of exposure.

MEETINGS – CLEANLINESS STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Venue</u></p> <ul style="list-style-type: none"> The venue will adhere to the latest State and Federal guidelines on gatherings and allowable numbers. The venue will use available and emerging technologies to clean rooms at a rapid pace to kill any airborne contaminants during every event break of 15 minutes or more. The venue will conduct frequent and deep cleaning of event spaces, based on the latest CDC (or equivalent local authorities) recommendations for shared space as well as the highest disinfecting protocols. The venue will provide Portable Hand Sanitation stations for attendees and employees throughout the meeting spaces. <p><u>Staff</u></p> <ul style="list-style-type: none"> The venue will provide IDSA approved Cleanliness Training for all event staff prior to the reopening of venue space. The venue will be required to conduct employee temperature checks prior to arrival at meeting spaces every shift. The venue will be required to provide Personal Protective Equipment (PPE) to all employees. The venue will provide revised facility guides that incorporate the current physical distancing protocols. 	<p><u>Venue</u></p> <ul style="list-style-type: none"> The venue will provide electronic sales kits for site inspections, which will be distributed and viewed on a client's personal device, when possible. The venue will provide virtual showcases and site inspections when possible, and physical showcases and site inspections will be conducted based on newly established physical distancing protocols. The venue staff will practice physical distancing guidelines wherever feasible, including during site inspections, sales calls, events, entertainment, registration desk, tradeshow, and exhibits, etc. based on State and Federal guidelines. The venue will provide Portable Hand Sanitation stations inside high-traffic areas, including foyers and meal rooms. The venue will sanitize escalator handrails in the Conference Center during peak times. The venue will sanitize the meeting spaces daily, and single-use items will be disposed of each day. 	<p><u>Venue</u></p> <ul style="list-style-type: none"> The venue will provide electronic sales kits for site inspections, which will be distributed and viewed on a client's personal device, when possible. The venue will provide virtual showcases and site inspections when possible, and physical showcases and site inspections will be conducted based on newly established physical distancing protocols. The venue staff will practice physical distancing guidelines wherever feasible, including during site inspections, sales calls, events, entertainment, registration desk, tradeshow, and exhibits, etc. based on State and Federal guidelines. The venue will provide Portable Hand Sanitation stations inside high-traffic areas, including foyers and meal rooms. The venue will sanitize escalator handrails in the Conference Center during peak times. The venue will sanitize the meeting spaces daily, and single-use items will be disposed of each day.

MEETINGS – PHYSICAL DISTANCING STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Number of Attendees</u></p> <ul style="list-style-type: none"> Hotel chains will use State guidelines to determine the maximum number of attendees at an event. <p><u>Meeting Space Regulations</u></p> <ul style="list-style-type: none"> The venue will manage physical distancing in public and social spaces. <p><u>When Entering or Exiting Meeting Space</u></p> <ul style="list-style-type: none"> The venue will be responsible for managing entry to and exiting meeting spaces based on physical distancing guidelines. <p><u>Facility Guides</u></p> <ul style="list-style-type: none"> The venue will be responsible for updating facility guides to reflect current physical distancing guidelines. <p><u>Enforcement of Distance</u></p> <ul style="list-style-type: none"> Participants will accept physical distancing guidelines during the registration process. <p><u>Non-Meeting/Social/Networking Activities</u></p> <ul style="list-style-type: none"> The event planner will plan for virtual or networking events in keeping with physical distancing guidelines. <p><u>Meeting Space Lavatories</u></p> <ul style="list-style-type: none"> The venue will provide an attendant to manage queuing outside of lavatories and ensuring that only one or two guests access the restroom at a time. 	<p><u>Meeting Space Regulations</u></p> <ul style="list-style-type: none"> The venue will ease standards in keeping with CDC (or equivalent local authorities) guidance. The venue will manage physical distancing in public and social spaces. <p><u>When Entering or Exiting Meeting Space</u></p> <ul style="list-style-type: none"> The venue will be responsible for managing entry to and exiting meeting spaces based on physical distancing guidelines. <p><u>Facility Guides</u></p> <ul style="list-style-type: none"> The venue will be responsible for updating facility guides to reflect current physical distancing guidelines. <p><u>Enforcement of Distance</u></p> <ul style="list-style-type: none"> Participants will accept physical distancing guidelines during the registration process. <p><u>Non-Meeting/Social/Networking Activities</u></p> <ul style="list-style-type: none"> The event planner will plan small breakout networking sessions to accommodate physical distancing. <p><u>Meeting Space Lavatories</u></p> <ul style="list-style-type: none"> The venue will provide an attendant to manage queuing outside of lavatories and ensuring that only one or two guests access the restroom at a time. 	<p><u>Meeting Space Regulations</u></p> <ul style="list-style-type: none"> The venue will allow physical distancing standards of three feet. <p><u>Enforcement of Distance</u></p> <ul style="list-style-type: none"> Participants will accept physical distancing guidelines during the registration process.

MEETINGS – FOOD SERVICE STANDARDS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Meal Serving Protocol</u></p> <ul style="list-style-type: none"> The venue will not provide self-service buffets. The venue will provide and encourage outside dining if it is available. <p><u>Presentation Protocol</u></p> <ul style="list-style-type: none"> The venue will only provide pre-packaged meal kits in boxes or takeout bags. The venue will only use pre-wrapped, disposable, sustainable (wood or bamboo) cutlery. The venue will provide digital menus for viewing on personal devices. Meeting planners will encourage all event participants to order meals in advance. The venue is encouraged to serve locally sourced food to reduce contamination potential. 	<p><u>Meal Serving Protocol</u></p> <ul style="list-style-type: none"> The venue will only provide served buffets. The venue's serving stations will be managed by a chef or staff with face masks, gloves, and plastic barriers. The venue will ensure that bar staff wear face masks and gloves at all times. The venue will manage queuing by marking 6' physical distancing measures on the floor or rope lines. <p><u>Presentation Protocol</u></p> <ul style="list-style-type: none"> Serving stations will be managed by a chef or staff with a face mask, gloves, and a barrier. The venue will use single-use menus. The venue is encouraged to serve locally sourced food to reduce contamination potential. 	<p><u>Meal Serving Protocol</u></p> <ul style="list-style-type: none"> The venue may provide buffets with self-service stations. The venue will manage queuing by marking 6' physical distancing measures on the floor or rope lines. The venue's servers will wear face masks and gloves. The venue will ensure that bar staff wear face masks and gloves at all times. <p><u>Presentation Protocol</u></p> <ul style="list-style-type: none"> The venue's servers will bring sealed/covered plates to patrons, which will be uncovered in front of patrons. The venue will use single-use menus or menus that can be sanitized between use.

MEETINGS – PARTICIPANT RESPONSIBILITIES

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Certifying that Individuals Are Not Infected</u> Highest Standard:</p> <ul style="list-style-type: none"> Participants are required to produce proof of a negative virus test from no more than one day prior to the event. Planners will request a report of travel activity for each event participant to determine whether they have traveled to a virus hot zone in the 30 days prior to the event. Participants will be able to submit a vaccine certificate as a waiver, once a vaccine becomes available. Participants will also submit to all the requirements set out under the Minimum Standards below. <p>Minimum Standard:</p> <ul style="list-style-type: none"> Participants will submit to the fever check station at the time of meeting check-in and each subsequent day of the meeting. Participants will sign a waiver stating that he/she has not been exposed, does not have a cough, etc. Participants will be required to self-isolate or leave the event if he/she begins to feel any symptoms or has a fever. The organization will provide a boilerplate waiver document that all employees must sign when attending an event, agreeing to set standards of virus etiquette and responsible/required actions. Agreeing to follow recommendations of protective covering standards as required by the local government. 	<p><u>Certifying that Individuals Are Not Infected</u></p> <ul style="list-style-type: none"> Participants will gain company approval to attend the meeting if he/she has been in a region with an outbreak or high risk of exposure 14 days prior to arrival, and if approved to attend, they should follow the “high risk” standards. Participants will submit to a fever check if the organization or municipality recommends doing so. Participants will be required to self-isolate or leave the event if he/she begins to feel any symptoms or has a fever. Participants agree to follow all physical distancing guidelines/protective covering requirements as required by the organization or local municipality. Undertaking regular preventive measures such as 6’ distance from any other person, coughing etiquette, and regular handwashing, as described in a physical distancing handout given to all attendees. 	<p><u>Certifying that Individuals Are Not Infected</u></p> <ul style="list-style-type: none"> Participants have the responsibility and make the commitment to self-isolate if they become symptomatic or learn they have been exposed during the event. Participants have the responsibility to adhere to all organizations or local government standards and report any potential exposure before attending an event.

MEETINGS – ORGANIZER/PLANNER RESPONSIBILITIES

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<p><u>Event Location</u></p> <ul style="list-style-type: none"> The organizer/planner will use available data points, such as virus updates and state and local government restrictions, to identify the best event location. <p><u>Pre-Registration</u></p> <ul style="list-style-type: none"> The planner will use a pre-registration process that captures all relevant participant information related to the virus, such as the origin of the participant, and virus screening questions, such as those provided by the U.S. Department of health. <p><u>Event Playbook</u></p> <ul style="list-style-type: none"> The planner will put an event playbook together, including in detail all virus considerations, such as safety measures, participant communications, and signage requirements. <p><u>Event Communication Plan</u></p> <ul style="list-style-type: none"> The planner will put an elaborated event communication plan together, including onsite signage, steps participants should take if not feeling well, etc. <p><u>Event Planning Committee</u></p> <ul style="list-style-type: none"> The organizer will create an event committee, including all key stakeholders, which will be responsible for determining measures needed to keep participants safe. The event committee will appoint an onsite virus supervisor, who will be responsible for onsite observation and oversight to ensure all safety measures are being followed. <p><u>Event Reporting</u></p> <ul style="list-style-type: none"> The planner will provide pre- and post-event reporting of safety measures taken, violations, opportunities for improvement, reports of infections. 	<p><u>Event Location</u></p> <ul style="list-style-type: none"> The organizer/planner will use available data points, such as virus updates and state and local government restrictions, to identify the best event location. <p><u>Pre-Registration</u></p> <ul style="list-style-type: none"> The planner will use a pre-registration process that captures relevant participant information related to the virus, such as the origin of the participant. <p><u>Event Playbook</u></p> <ul style="list-style-type: none"> The planner will put an event playbook together, including in detail all virus considerations, such as safety measures, participant communications, and signage requirements. <p><u>Event Communication Plan</u></p> <ul style="list-style-type: none"> The planner will put an elaborated event communication plan together, including onsite signage, steps participants should take if not feeling well, etc. <p><u>Event Planning Committee</u></p> <ul style="list-style-type: none"> The organizer will create an event committee, including all key stakeholders, which will be responsible for determining measures needed to keep participants safe. <p><u>Event Reporting</u></p> <ul style="list-style-type: none"> The planner will provide pre- and post-event reporting of safety measures taken, violations, opportunities for improvement, reports of infections. 	<p><u>Pre-Registration</u></p> <ul style="list-style-type: none"> The planner will use a pre-registration process that captures relevant participant information related to the virus, such as the origin of the participant. <p><u>Event Playbook</u></p> <ul style="list-style-type: none"> The planner will put an event playbook together, including in detail all virus considerations, such as safety measures, participant communications, and signage requirements. <p><u>Event Communication Plan</u></p> <ul style="list-style-type: none"> The planner will put an elaborated event communication plan together, including onsite signage, steps participants should take if not feeling well, etc. <p><u>Event Reporting</u></p> <ul style="list-style-type: none"> The planner will provide pre- and post-event reporting of safety measures taken, violations, opportunities for improvement, reports of infections.

MEETINGS – PACKAGE DELIVERY PROTOCOLS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<ul style="list-style-type: none">• The venue will use electrostatic spraying on all incoming packaging.• The venue will hold packages that cannot be treated with electrostatic spraying for 24-48 hours.	<ul style="list-style-type: none">• The venue will use electrostatic spraying on all incoming packaging.• The venue will hold packages that cannot be treated with electrostatic spraying for 24-48 hours.	<ul style="list-style-type: none">• The venue will hold packages for 24 hours.

RAIL STANDARDS

Introduction

The Rail Committee's best practice guidelines were developed to help stakeholders with a requirement for rail determine what they should expect during this crisis.

The guidelines cover seven categories of what companies should consider and advise their travelers to factor in on their journey planning. These recommendations were developed and documented for three different phases of a pandemic. Readers should use the set of Standards in the column most applicable to the current state of the pandemic.



- A global pandemic was declared by the WHO – most stringent standards
- The event destination city is either moving into or out of a pandemic – less stringent standards
- A global pandemic declaration by the WHO is no longer in force – most lax standards

Within each section of the guidelines, there is a detailed overview by Train Operating Company (TOC) that should be used for a more detailed and accurate assessment of each organization. This can be filtered by Country, TOC, or Region.

The guidelines cover – Ticket counters, ticketing, Platform Access, check-in and boarding protocols, security checks, medical screening, documents required, VIP lounges, physical distancing measures, personal protection equipment (PPE), cleaning protocols, seating, food & beverage, baggage and quarantine processes.

The very nature of this pandemic is fluid with different stages of infection by Country and Region. There is also a link to each TOC website that will provide easy access to the most up to date information regarding traveler safety and virus protocols.

The rail team would like to extend a very big thank you to all of the global TOCs that helped us in gathering together so much information and data!

Scope

The Rail Best Practice Guidelines provided here address only safety standards as they relate to long-distance travel. TOC ownership varies considerably from Country to Country, where some are government-owned, and others are private organizations. Some TOCs may own the

stations that they service, others will not. This made it particularly challenging to assess an industry “standard” that all TOCs will adhere to.

Therefore, the Rail Committee took the decision to detail and highlight where possible the commonalities that may exist. We have provided the backdrop of information behind each TOC to allow users to access the individual, relevant information as it applies to them.

This also meant that we ruled out commuter rail travel, city underground networks, and Station information as the local, Regional, and Country variances were so broad that it rendered a “best practice guideline” impractical.

Innovations

Coming into this pandemic, there was much discussion in our industry regarding sustainable travel and how to ensure that we could continue to travel, but in responsible ways.

Throughout the pandemic, there has been much discussion around safety protocols of physical distancing while on the road and how to ensure that this can be done safely. Concern around physical distancing on an aircraft and transiting through an airport has been hotly debated. Regardless of whether this is motivated by physical distancing or sustainability, the rail committee engaged with Travel Managers from all over the world to ascertain what could be considered as a “viable” journey time to consider rail travel as an alternative to a flight. Up to 4 hours was found to be an acceptable time window. This led the rail committee to identify potential routes whereby rail travel could be seen as a viable alternative to air travel.

The Committee, therefore, has put together a table of popular routes in EMEA, North America, and Asia where a rail journey could be seen as a viable alternative to air. This grid highlights the difference in time per journey and also in CO2 output.

Alternative Journeys

Route Details							Duration			Emission Details		
FROM: Country	FROM: City	TO: Country	TO: City	Direct/ Indirect	Supplier	Distance KM	Train (H:M)	Plane - Center to Center (H:M)	(-) Train Slower by X Mins.	Co2 Train in kg	Co2 Flight in kg	Co2 Reduction per Trip
Belgium	Antwerp	France	Paris	Direct	Thalys	355	2:00	3:00	60	4.4	112.8	-108.4
Belgium	Antwerp	Germany	Dusseldorf	1x transfer	Thalys / ICE	193	3:10	3:40	30	6.4	98.4	-92
Belgium	Antwerp	UK	London	1x transfer	Thalys / Eurostar	378	3:30	2:45	15	8.7	115.3	-106.6
Belgium	Brussels	UK	London	Direct	Eurostar	372	2:10	2:50	40	6.7	118.5	-111.8
Belgium	Brussels	France	Paris	Direct	Thalys	308	1:25	2:40	75	3.3	122.2	-118.9
Belgium	Brussels	Germany	Dusseldorf	Direct	Thalys	207	2:20	4:10	110	5.3	100.7	-95.4
Canada	Toronto	Canada	Montreal	Direct	VIA Rail Canada	535	4:55	3:20	-100	14.7	83	-68.3
Canada	Toronto	Canada	Ottawa	Direct	VIA Rail Canada	444	4:25	2:55	-70	14.3	77	-62.7
Canada	Toronto	Canada	London	Direct	VIA Rail Canada	192	2:34	2:42	8	7.3	67	-59.7
Canada	Toronto	Canada	Windsor	Direct	VIA Rail Canada	376	4:15	3:02	-73	10	75	-65
Canada	Ottawa	Canada	Montreal	Direct	VIA Rail Canada	198	1:59	2:40	41	6.7	68	-61.3
Canada	Montreal	Canada	Quebec City	Direct	VIA Rail Canada	252	3:17	2:51	-26	11.1	71	-59.9
China	Beijing	China	Shanghai	Direct	Jinghu Railway	1318	4:30	4:30	0	5.1	117.5	-112.4
China	Beijing	China	Xian	Direct	CR Beijing and CR Xi'an	1216	4:30	4:45	15	4	130	-126
China	Chengdu	China	Xian	Direct	China Railway	658	3:45	3:45	0	3	81	-78
France	Lille	UK	London	Direct	Eurostar	265	2:30	3:50	80	5.7	120.7	-115
France	Paris	UK	London	Direct	Eurostar	451	2:30	2:50	20	14.4	122.1	-107.7
France	Paris	Germany	Cologne	Direct	Thalys	527	3:20	2:55	-25	7.7	95.2	-87.5
France	Paris	Germany	Dusseldorf	Direct	Thalys	567	3:50	2:50	-60	9.4	95.7	-86.3
France	Paris	France	Lyon	Direct	TGV	426	2:00	3:25	85	3.1	95.4	-92.3
France	Paris	France	Marseille	Direct	TGV	744	3:20	3:30	10	5.7	131.3	-125.6
Germany	Dusseldorf	Germany	Berlin	Direct	ICE	537	4:15	2:30	-105	18.5	112.7	-94.2
Germany	Dusseldorf	Germany	Hamburg	Direct	IC	401	3:10	2:30	-40	16.4	126.3	-109.9
Italy	Rome	Italy	Florence	Direct	Frecciarossa	261	1:35	2:30	55	11.8	117.7	-105.9
Italy	Rome	Italy	Milan	Direct	Frecciarossa	563	3:00	2:50	-10	25.3	113.4	-88.1
Japan	Tokyo	Japan	Nagoya	Direct	JR Shinkansen	341	1:40	3:40	120	2	47	-45
Japan	Tokyo	Japan	Okayama	Direct	JR Shinkansen	671	3:15	4:45	90	3	90	-87
Japan	Tokyo	Japan	Osaka	Direct	JR Shinkansen	514	2:30	3:30	60	2	60	-58
Netherlands	Amsterdam	Belgium	Antwerp	Direct	Thalys	162	1:15	n/a		5.1	n/a	
Netherlands	Amsterdam	Belgium	Brussels	Direct	Thalys / Eurostar	210	1:50	2:30	40	5.9	84.7	-78.8
Netherlands	Amsterdam	France	Paris	Direct	Thalys	517	3:25	3:00	-25	9.2	97.3	-88.1
Netherlands	Amsterdam	Germany	Berlin	Direct	IC	635	6:20	2:50	-210	26.5	122.4	-95.9
Netherlands	Amsterdam	Germany	Cologne	Direct	ICE	258	2:40	2:40	0	9.4	112.9	-103.5
Netherlands	Amsterdam	Germany	Dusseldorf	Direct	ICE	218	2:10	2:30	20	8.2	93.2	-85
Netherlands	Amsterdam	Germany	Frankfurt	Direct	ICE	437	3:55	2:45	-70	16.5	133.8	-117.3
Netherlands	Amsterdam	United Kingd	London	Direct	Eurostar	581	4:00	2:55	-65	20.9	124.7	-103.8
Russia	Moscow	Russia	St. Petersburg	Direct	Sapsan Bullet Train	705	4:00	3:30	-30	22.8	128.1	-105.3
Spain	Barcelona	Spain	Madrid	Direct	AVE	605	2:30	2:45	15	16.8	115.5	-98.7
Spain	Barcelona	Spain	Valencia	Direct	Euromed	365	2:40	3:25	45	10.7	113.3	-102.6
Spain	Madrid	Spain	Valencia	Direct	AVE	353	1:40	3:25	105	9.6	109.1	-99.5
UK	London	UK	Edinburgh	Direct	LNER	534	4:30	4:00	-30	25.9	134.7	-108.8
UK	London	UK	Glasgow	Direct	LNER	550	4:50	4:00	-50	25.9	134.7	-108.8
UK	London	UK	Manchester	Direct	Avanti	262	2:05	3:00	55	12.4	65.6	-53.2
UK	London	UK	Newcastle	Direct	London NE Railway	397	2:50	3:15	25	17.7	100.2	-82.5
USA	New York	USA	Boston	Direct	Amtrak	372	3:40	2:55	-45	17.2	71.4	-54.2
USA	New York	USA	Washington DC	Direct	Amtrak	361	2:45	3:15	30	18	81.3	-63.3
USA	Seattle	USA	Portland	Direct	Amtrak	285	3:30	3:30	0	13.9	81.3	-67.4
USA	Seattle	Canada	Vancouver	Direct	Amtrak	249	4:00	3:30	-30	11.4	45.2	-33.8

The Standards

- [1. Ticket - Booking & Collection](#)
- [2. Check-In and Boarding Process](#)
- [3. Medical Screening and Required Documents](#)
- [4. Personal Protection Equipment \(PPE\) requirements](#)
- [5. Physical Distancing Measures](#)
- [6. Cleaning Protocols](#)
- [7. Level of Service - Onboard Food & Meal Service](#)

RAIL STANDARDS – TICKET - BOOKING & COLLECTION

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<ul style="list-style-type: none"> • Most TOCs (Train Operating Company) will have ticket counters open with protection. • TOCs prefer sales through electronic means such as online and ticket machines. • TOCs prefer E-Tickets and mandate this where feasible. • TOCs preferred payment method is contactless. Cash is discouraged. 	<ul style="list-style-type: none"> • Most TOCs (Train Operating Company) will have ticket counters open with protection. • TOCs prefer sales through electronic means such as online and ticket machines. • TOCs prefer E-Tickets and mandate this where feasible. • TOCs preferred payment method is contactless. Cash is discouraged. 	<ul style="list-style-type: none"> • TOCs (Train Operating Company) will open ticket counters without extra protection. • TOCs will accept cash payments, although electronic payments are still preferred

RAIL STANDARDS – CHECK-IN AND BOARDING PROCESS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<ul style="list-style-type: none"> • TOC train attendants to scan tickets at the train entrance to validate seat reservations and regulate physical distancing while boarding. • TOCs will check tickets before platform access is granted where there are no electronic gates controlling platform access. • Passengers should allow extra time for boarding due to physical distancing protocols. • TOC First class/Premium Lounges closed. • TOC will not provide any baggage service - Passengers will be responsible for managing their own baggage. 	<ul style="list-style-type: none"> • TOC train attendants to scan tickets at the train entrance to validate seat reservations and regulate physical distancing while boarding. • TOCs will check tickets before platform access is granted where there are no electronic gates controlling platform access. • Passengers should allow extra time for boarding due to physical distancing protocols. • TOC First class/Premium Lounges closed. • TOC will not provide any baggage service - Passengers will be responsible for managing their own baggage 	<ul style="list-style-type: none"> • TOC will scan tickets onboard the train. • TOC First class/Premium Lounges reopen. • TOCs will reinstate baggage services for passengers

RAIL STANDARDS – MEDICAL SCREENING AND REQUIRED DOCUMENTS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<ul style="list-style-type: none"> Subject to Country requirements - Passengers should check in advance. TOCs will apply temperature checks and health QR codes (if country applicable). Passengers should check for certification required to travel to various countries if the rail journey is International. 	<ul style="list-style-type: none"> Subject to Country requirements - Passengers should check in advance. TOCs will apply temperature checks and health QR codes (if country applicable). Passengers should check for certification required to travel to various countries if the rail journey is International. 	<ul style="list-style-type: none"> Subject to country requirements - Passengers should check in advance. TOCs will not apply any additional checks or certificates over and above country requirements.

RAIL STANDARDS – PERSONAL PROTECTION EQUIPMENT (PPE) REQUIREMENTS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<ul style="list-style-type: none"> TOCs require mandatory face masks for all passengers and staff. Passengers are recommended to wear face masks in stations and all areas where physical distancing is not possible. 	<ul style="list-style-type: none"> TOCs require mandatory face masks for all passengers and staff. Passengers are recommended to wear face masks in stations and all areas where physical distancing is not possible. 	<ul style="list-style-type: none"> Wearing face masks is optional, and travelers can decide.

RAIL STANDARDS – PHYSICAL DISTANCING MEASURES

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<ul style="list-style-type: none"> TOC will limit the capacity to ensure physical distancing measures can be taken (this will impact availability of busy trains). TOCs will mandate seat reservations. TOC staff can reallocate seats on board to enforce physical distancing. TOC staff will manage boarding and disembarkation physical distancing using a one-way system. Passengers are required to stay within their seats and keep movement onboard to a minimum. 	<ul style="list-style-type: none"> TOC will increase capacity from Phase 1 to ensure physical distancing measures can be taken (this will impact availability of busy trains). TOCs will mandate seat reservations. TOC staff can reallocate seats on board to enforce physical distancing. TOC staff will manage boarding and disembarkation physical distancing using a one-way system. Passengers are required to stay within their seats and keep movement onboard to a minimum. 	<ul style="list-style-type: none"> TOCs will revert to business as usual protocols.

RAIL STANDARDS – CLEANING PROTOCOLS

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<ul style="list-style-type: none"> • TOCs will provide deep and thorough cleaning and disinfection of trains on all surfaces regularly. • Passengers should check individual TOC protocols for cleaning frequency - preferred protocol is post each journey (final train destination). • TOCs will provide hand sanitizers and handwashing facilities where able. Passengers should ensure that they carry their own hand sanitizers and/or disinfectant wipes. • TOCs will isolate passengers displaying symptoms, and the proper authorities will be informed. 	<ul style="list-style-type: none"> • TOCs will provide deep and thorough cleaning and disinfection of trains on all surfaces regularly. • Passengers should check individual TOC protocols for cleaning frequency - preferred protocol is post each journey (final train destination). • TOCs will provide hand sanitizers and handwashing facilities where able. • Passengers should ensure that they carry their own hand sanitizers and/or disinfectant wipes. • TOCs will isolate passengers displaying symptoms, and the proper authorities will be informed. 	<ul style="list-style-type: none"> • TOCs will provide deep and thorough cleaning and disinfection of trains on all surfaces regularly. • Passengers should check individual TOC protocols for cleaning frequency - preferred protocol is post each journey. • TOCs will provide hand sanitizers, and handwashing facilities where able. • Passengers should ensure that they carry their own hand sanitizers and/or disinfectant wipes. • TOCs will isolate passengers displaying symptoms, and the proper authorities will be informed.

RAIL STANDARDS – LEVEL OF SERVICE - ONBOARD FOOD & MEAL SERVICE

Global Pandemic Declared by WHO	Destination Moving In or Out of Pandemic	No Global Pandemic
<ul style="list-style-type: none"> • TOC will not offer a meal service. • TOC will not provide food or beverages for sale on board the train. • Selected TOCs will allow eating on board, but it is discouraged as it involves passengers removing their face masks. • Passengers should check TOC for First Class at-seat service. • Passengers should check TOC for status for journeys over 5 hours. 	<ul style="list-style-type: none"> • TOC will not offer a meal service. • Selected TOCs will offer pre-packaged food for purchase, but it must be eaten at the passenger seat. • Passengers should check TOC for First Class at-seat service. • Passengers should check TOC for status for journeys over 5 hours. 	<ul style="list-style-type: none"> • Relevant TOCs will reinstate meal service on board. • TOCs will open catering coaches for food and drink purchases. • TOCs will reopen restaurant carriage (where relevant). • Passengers should check TOC for First Class at-seat service.

GDS TMC OB T FINDINGS

Introduction

The GDS/OBT/TMC committee was organized to ensure collaborative input from the buyer and supplier perspective, and we were able to include 25 members comprised of five TMC, ten suppliers, four consultants, and six buyers. We focus on the following foundational areas for further collaboration with the other committees and industry organizations as a whole.

- Define a list of prioritized Best Practices that could evolve into Industry Standards
- Identify a way to ensure that the online and offline experiences are identical for the traveler or travel-arranger
- Encourage a set of standard definitions of the travel experience variables and convert them into a four-letter industry-accepted code
- Identify the means to ensure the consistent definitions of the experience descriptions and encourage an industry-wide method to ensure the accuracy of those descriptions on a Country, City, and Supplier basis.



Scope

As intermediaries between the suppliers and companies, our primary mission was to figure out a feasible way to help distribute and visualize the supplier standards and, at the same time, support companies with their virus policy and program management. We have taken it a step further and created a globally accepted set of travel experience codes with clear definitions. Ideally, these would translate into multiple languages, but it will not provide value unless it is globally relevant and universally accepted across all suppliers and industry trade associations.

Innovations

The List of Defined Attributes was developed to be incorporated into a Travel Management Company's Pre-Trip Approval workflow. The Codes can be used during pandemics to indicate to the traveler specific safety precautions provided by the airline, airport, car rental company, hotel, or rail provider. We could potentially develop an expanded set of codes to be deployed in the event of a natural disaster, i.e., ash cloud, tsunami, hurricane since they would also affect the safety of travel both inbound and outbound.

DEFINED ATTRIBUTE CODES

CODE SUGGESTED	DESCRIPTOR	SEGMENT	PRIORITY
AIFS	AIR FILTRATION SYSTEM	AIRLINE	1
APAK	AMENITY KIT PROVIDED	AIRLINE	1
APCO	CONTACTLESS CHECK OUT	AIRLINE	2
APCB	CONTACTLESS BAGAGGE TAGGING	AIRLINE	3
APCI	CONTACTLESS CHECK-IN	AIRLINE	2
APCP	CONTACTLESS PAYMENT	AIRLINE	3
APHC	HEALTH CERTIFICATE REQUIRED	AIRLINE	1
AIMO	MASK OPTIONAL	AIRLINE	1
AIMR	MASK REQUIRED	AIRLINE	1
AIMS	MIDDLE SEAT EMPTY	AIRLINE	1
APMS	MIDDLE SEAT FOR SALE	AIRLINE	1
AINM	NO MEAL OPTION	AIRLINE	1
APPB	PROTECTIVE BARRIERS	AIRLINE	3
APRT	RAPID TEST REQUIRED PRE BOARD	AIRLINE	1
APSD	SAFE DISTANCING REQUIRED	AIRLINE	2
APSS	SYMPTOM SCREENING	AIRLINE	1
AIBN	HAND BAGGAGE ON BOARD NOT ALLOWED	AIRLINE	1
AITL	SPECIAL TREATMENT FOR LINEN	AIRLINE	2
AROQ	1 WEEK QUARANTINE	AIRPORT	1
ARTQ	2 WEEK QUARANTINE	AIRPORT	1
ARHQ	3 WEEK QUARANTINE	AIRPORT	1
ARFQ	4 WEEK QUARANTINE	AIRPORT	1
ARLC	AIRLINE LOUNGES CLOSED	AIRPORT	2
ARLL	AIRLINE LOUNGES LIMITED ACCESS	AIRPORT	2
ARLO	AIRLINE LOUNGES OPEN	AIRPORT	2
ARCT	COVID-19 TEST	AIRPORT	1
ARHC	HEALTH CERTIFICATE REQUIRED	AIRPORT	1
ARMO	MASK OPTIONAL	AIRPORT	1
ARMR	MASK REQUIRED	AIRPORT	1
ARRO	MONORAIL OPTIONAL	AIRPORT	3
ARRR	MONORAIL REQUIRED	AIRPORT	3
ARSS	SYMPTOM SCREENING	AIRPORT	1
ARTA	TEMP TAKEN AT AIRPORT	AIRPORT	1
ARTG	TEMP TAKEN AT GATE	AIRPORT	1

CODE SUGGESTED	DESCRIPTOR	SEGMENT	PRIORITY
ARTI	TEMP TAKEN AT IMMIGRATION	AIRPORT	1
ARGD	GEL DISPENSER AT GATE	AIRPORT	1
CACO	CONTACTLESS CHECK OUT	CAR	1
CACI	CONTACTLESS CHECK-IN	CAR	1
CACP	CONTACTLESS PAYMENT	CAR	2
CAPB	PROTECTIVE BARRIERS	CAR	1
CAKS	KEY SEALED	CAR	1
HGFS	AIR FILTRATION SYSTEM	HOTEL	2
HGAK	AMENITY KIT PROVIDED	HOTEL	1
HGCO	CONTACTLESS CHECK OUT	HOTEL	2
HGCI	CONTACTLESS CHECK-IN	HOTEL	2
HGCP	CONTACTLESS PAYMENT	HOTEL	2
HIFR	FITNESS EQUIPMENT IN ROOM (OPTIONAL)	HOTEL	2
HGFC	FITNESS CLOSED	HOTEL	2
HGFO	FITNESS OPEN	HOTEL	2
HIAP	HOTEL ROOM APP CAPABILITY	HOTEL	2
HIRS	HOTEL ROOM SEAL	HOTEL	1
HGMO	MASK OPTIONAL	HOTEL	1
HGMR	MASK REQUIRED	HOTEL	1
HINS	NO ROOM SERVICE	HOTEL	1
HGPB	PROTECTIVE BARRIERS	HOTEL	2
HGCT	RAPID TEST REQUIRED PRE-CHECK-IN	HOTEL	1
HGSD	SAFE DISTANCING REQUIRED	HOTEL	1
HGTT	TEMP TAKEN AT HOTEL	HOTEL	1
HGDM	DISINFECTANT MATS	HOTEL	2
HG48	ROOM ASSIGNED AFTER 48 HOURS UPON CHECKOUT	HOTEL	1
HG72	ROOM ASSIGNED AFTER 72 HOURS UPON CHECKOUT	HOTEL	1
RAFS	AIR FILTRATION SYSTEM	RAIL	1
RACO	CONTACTLESS CHECK OUT	RAIL	2
RACI	CONTACTLESS CHECK-IN	RAIL	2
RACP	CONTACTLESS PAYMENT	RAIL	2
RAPB	PROTECTIVE BARRIERS	RAIL	2
RACT	RAPID TEST REQUIRED PRE-BOARD	RAIL	1
RASD	SAFE DISTANCING REQUIRED	RAIL	1
RATT	TEMP TAKEN AT RAIL STATION	RAIL	1
RAGD	GEL DISPENSER ON BOARD	RAIL	1

DATA MANAGEMENT

Introduction

The scope of the data management team was to identify gaps, utilizing lessons learned from COVID19. Upon identification, we built standards that can and should be utilized to bridge the gaps regardless of a pandemic. Corporate Travel Manager will find tools, SLAs, the suggestions. These standards were agreed upon by Corporate Travel Manager, Suppliers and Consultants alike.

The Standards

[1. Traveler Location Tracking](#)

[2. Supplier Safety Standards](#)

[3. "Owning" Data](#)

[4. Database of Airline Waivers and Destination Security Information](#)

[5. Buyer Unique Identifier](#)

DATA MANAGEMENT – TRAVELER LOCATION TRACKING

Standards	Explanation
<ol style="list-style-type: none"> 1. Specific data that will allow Travel Managers and TMCs to know where their travelers are during a trip. 2. Necessary Data Concerns: <ol style="list-style-type: none"> 2a. Traveler name 2b. Traveler email 2c. Traveler mobile number 2d. Departure/Destination Airport Codes 2e. Dates 2f. Lodging location 2g. Physical location (GPS location) 3. Data Security Concerns <ol style="list-style-type: none"> 3a. This data is much more sensitive and specific to the traveler (including PII) and needs more protections from both a storage and transmission perspective. 4. Sources <ol style="list-style-type: none"> 4a. GDS 4b. TMC reporting database 4c. OBT booking database 4d. Traveler 4e. 3rd party safety/security solution 5. Channel <ol style="list-style-type: none"> 5a. GDS, TMC, OBT, 3rd party safety/security solution, Mobile solution 6. End Consumer (Personas) <ol style="list-style-type: none"> 6a. Traveler – e.g. notification of issue 6b. Travel Manager – need to be able to contact their travelers should an incident arises 6c. Travel Agent – need to be able to support Travel Managers in contacting and supporting travelers should an incident arise 6d. Risk / Legal Team – need to be able to contact their travelers should an incident arises 6e. HR Stakeholders – not of interest (note: data elements will overlap with information HR has) 6f. Finance Stakeholders – not of interest 	<p>Specific data that will allow Travel Managers and Travel Management Companies the oversight into their travelers during a trip. The necessary data concerns are: traveler name, traveler email, traveler mobile number, departure/destination airport codes, dates, lodging locations, physical location (GPS). The PII data will need more scrutiny around storage and transmission. Data points will be pulled from GDS's, TMC, OBT and direct booking reporting and 3rd party safety/security solution- consolidated into one report for CTM and/or TMC. End goal is for an electronic incident notice to be sent to traveler, CTM, duty of care provider, and TMC notified in real time to be able to contact and support traveler and Risk/Legal team notified for follow-up measures and guidance to CTM and TMC. These data points help demystify what's needed to have a mature DOC program. Traveler profiles will be kept up-to-date with yearly review.</p>

DATA MANAGEMENT – SUPPLIER SAFETY STANDARDS

Standards	Explanation
<ol style="list-style-type: none"> 1. Data about the safety standards that suppliers (Air, Car, Hotel) have put in place to keep travelers safe 2. Necessary Data Elements <ol style="list-style-type: none"> 2a. Lodging (Hotel) IDs / location info (e.g. need to know what lodging options in the area) 2b. Lodging Safety/Cleanliness info 2c. Vendor ID / Transportation Safety/Cleanliness info 2e. Airline codes 2f. Departure/Arrival airport codes 3. Data Security Concerns <ol style="list-style-type: none"> 3a. This data is generally going to be public info and not specific to an individual, so data security concerns are minimal. 4. Sources <ol style="list-style-type: none"> 4a. Suppliers 4b. ATPCO 4c. Industry organizations 5. Channel <ol style="list-style-type: none"> 5a. GDS, TMC, OBT, Mobile solution 6. End Consumer (Personas) <ol style="list-style-type: none"> 6a. Traveler: interested in information before and during the booking process to help with deciding to travel and preparing for travel 6b. Travel Manager: interested in information to assist with decisions on destinations and/or suppliers that may need to be restricted and to provide info to their travelers to help in their decision and travel 6c. Travel Agent: information will be useful in helping them serve travelers when making travel plans and travel managers in supporting their program 6d. Risk / Legal Team: interested in information to assist with decisions on destinations and/or suppliers that may need to be restricted 6e. HR Stakeholders: not of interest 6f. Finance Stakeholders: May be interested in the information as it could impact the overall cost of travel 	<p>Making the data visible about the safety standards that suppliers (Air, Car, Hotel) have put in place to keep travelers safe. The necessary data concerns are: lodging (hotel) IDs / location info (need to know what lodging option in the area are), lodging safety/cleanliness info, vendor ID / transportation safety/cleanliness info, airline codes and departure and arrival codes. Since this data is generally public information the security concerns are minimal. Data points will be pulled from suppliers, ATPCO and industry organizations, as well as, GDS's, TMCs and OBTs. There will be 4 key parties with a vested interest in this data. Firstly, the travel will be interested in the information before and during the booking process to help with deciding to travel and preparing for trip. The Travel Manager will be interested in information to assist the traveler decision to travel and on destinations and/or suppliers that may need to be restricted. The information will be of interest to Travel Management Companies to serve travelers with making travel plans and travel managers in supporting their program. Lastly, Risk/Legal will have a vested interest to assist with decisions on destinations and/or suppliers that may need to be restricted.</p>

DATA MANAGEMENT – “OWNING” DATA

Standards	Explanation
<p>CTMs need have ownership written into contracts so they can:</p> <ol style="list-style-type: none"> 1. Pull global data in real time from multiple sources, depending on the type of data 2. SLA for refreshing data - 2 hours from receipt timestamp 2a. Pre-trip approvals will also need to be collected and refreshed 2b. Certain elements will need to drive approval whereas some elements will not 3. SLA for documenting PNRs for reuse 4. Reporting on the value of unused tickets 4a. Necessary Data Elements: ticket number, traveler name, original value of ticket, remaining value of ticket, other rules specific to the usage of value 4b. This data is much more sensitive and specific to the traveler (including PII) and needs more protections from both a storage and transmission perspective 	<p>Travel Managers need to have "ownership" clauses written into their contractions along with concrete SLAs and KPIs. The global data needs to be pulled in real time from multiple sources - of course depending on the type of data. One key SLA to include in the contract is refreshing the data 2 hours from receipt timestamp. Pre-trip approvals will also need to be collected, vetted and refreshed - certain elements will need to drive approval whereas some elements will not. A second key SLA is documenting PNRs are reuse and reporting on the true value of unused tickets. The necessary data elements include: ticket number, traveler name, original value of ticket, remaining value of ticket, other rules specific to the usage of value. This data is much more sensitive and specific to the traveler (including PII) and needs more protections from both a storage and transmission perspective</p>

DATA MANAGEMENT – DATABASE OF AIRLINE WAIVERS AND DESTINATION SECURITY INFORMATION

Standards	Explanation
<p>1. Understanding of waivers from airlines 1a. ATPCO/ARC/BSP (IATA) resources that will consolidate information relating to waivers 1b. Suppliers have an obligation to assist in the re-use of client company funds and to help clients understand and have access to their related data</p> <p>2. Destination security 2a. understanding of DOT and local government jurisdiction, airport codes, GPS location, lodging (hotel) IDs - need to know what lodging options in the area and safety/cleanliness, transportation safety/cleanliness info, local attraction safety/cleanliness</p> <p>3. Top level organizations but within any given country, these are the types of organizations and sources you should look at</p> <p>4. Data Security Concerns 4a. This data is generally going to be public info and not specific to an individual, so data security concerns are minimal.</p> <p>5.Sources 5b. Government agencies, Airlines, Airports, IATA</p> <p>6. Channel 6a. GDS, OBT, text, email, travel agent</p> <p>7. End Consumer (Personas) 7a. Traveler: interested in information before and during the booking process to help with deciding to travel and preparing for travel 7b. Travel Manager: interested in information to assist with decisions on destinations that may need to be restricted and to provide info to their travelers to help in their decision and travel 7c. Travel Agent: information will be useful in helping them serve travelers when making travel plans and travel managers in supporting their program 7d. Risk / Legal Team: interested in information to assist with decisions on destinations that may need to be restricted 7e. HR Stakeholders: not of interest 7f. Finance Stakeholders: not of interest</p>	<p>Industry to collaborate on a database of airline waivers and destination security information. This standard calls for ATPCO/ARC/BSP to combine resources that will consolidate information relating to waivers, as suppliers have an obligation to assist in the re-use of client company funds and to help clients understand and have access to their related data. The destination security portion of the data base pertains to understanding DOT and local government jurisdiction, airport codes, GPS location, lodging (hotel) IDs - need to know what lodging options in the area are and safety/cleanliness, transportation safety/cleanliness info, local attraction safety/cleanliness. This database will highlight top level organizations but within any given country and state 'these are the types of organizations and sources you should be referencing'. This data is generally going to be public info and not specific to an individual, so data security concerns are minimal. The data will be provided by government agencies, airlines, airports and IATA. the travel will be interested in the information before and during the booking process to help with deciding to travel and preparing for trip. The Travel Manager will be interested in information to assist the traveler decision to travel and on destinations and/or suppliers that may need to be restricted. The information will be of interest to Travel Management Companies to serve travelers with making travel plans and travel managers in supporting their program. Lastly, Risk/Legal will have a vested interest to assist with decisions on destinations and/or suppliers that may need to be restricted.</p> <p>Airline Refund and Exchange Information</p>

DATA MANAGEMENT – BUYER UNIQUE IDENTIFIER

Standards	Explanation
1. Across suppliers, have a unified identifier for an organization.	Having a unique identifier for an organization, which ARC is currently working towards, will allow for easy movement and analysis of data across suppliers. Additionally, it will allow for data pulls to be easier, quicker and cleaner.

SUPPLEMENTAL MATERIALS

- [CDC Guidance for Implementing the Opening Up of America Again Framework](#)
- [CDC Interim Guidance: Get Your Mass Gatherings Ready for COVID-19](#)
- [World Travel & Tourism Council](#)
- [U.S. Travel Association](#)
- [The Event Safety Alliance Reopening Guide](#)
- [Skift: Your Guide to Hotel Companies' Coronavirus Safety and Cleaning Initiatives](#)
- [Events Industry Council Resources](#)
- [WorldOmeter](#)
- [COVID-19 Country Information](#)
- [Prevue Summary of Hotel Chain Cleaning Protocols](#)
- [Prevue Guide to Restarting Events](#)

ACRONYMS & GLOSSARY

Above the Wing	Passengers
A.I.	Artificial Intelligence
Below the Wing	Airline staff
CDC	Centers for Disease Control
DRIVEME	Where the customer is a passenger
GM/EC	General Manager/
IDSA	Infectious Diseases Society of America
QR Codes	Quick Response code is a type of matrix barcode
MEDRIVE	Where the customer is the driver
OBT	Online Booking Tools
PPE	Personal Protective Equipment (e.g., face mask, gloves, etc.)
GDS	Global Distribution System
TAMS	Travel and Meeting Standards
TMC	Travel Management Company
TOC	Train Operating Company
UATP Card	Universal Air Travel Plan Card is a global travel payment solution by the world's airlines
WHO	World Health Organization

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More than 180 volunteers from the buyer, supplier, and consulting communities committed hundreds of hours to the creation of these standards. Their names can be found below, and we thank them for their individual contributions. Committee leads are indicated by an asterisk* following their names.

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LOGISTICAL AND PUBLICATION SUPPORT

- This report has been made possible with logistical and publication support from ACTE