

# THE NEW TRAVEL REALITY

## TRAVEL IS BACK, BUT WITH INCREASED RISKS



Business travel is progressively resuming. This fact is witnessed by various travel experts from Swiss organisations such as SWISS, Switzerland Global Enterprise, the Association of Swiss Travel Management, the International Air Transport Association and International SOS. Simultaneously, the COVID-19 pandemic has added a new layer of complexity to travel. Constantly evolving travel regulations and increased security and health risks mean that trips are now nine-times more likely to result in a medical evacuation<sup>2</sup>. This infographic displays our experts' insights and recommendations on how to manage the main challenges for a health and safe return to travel.

### WHERE WE ARE NOW AND WHERE WE ARE GOING

#### GLOBAL INCREASE IN INTERNATIONAL AND DOMESTIC TRIPS<sup>3</sup>

x4

International trips

x7

Domestic trips\*

\*Seven-fold increase in Domestic Trips since the start of the pandemic<sup>2</sup>.

#### DEMAND IS BACK IN 2022

75%

OF PRE-PANDEMIC VOLUMES<sup>1</sup>

"People have not lost their desire to travel as we see in solid domestic market resilience, but they are held back from international travel by restrictions, uncertainty and complexity."  
**Claudio De Salvo, Head of Administration GVA & Central Travel Services, International Air Transport Association (IATA)**

### CHANGES IN THE HEALTH EXPOSURE



WORLDWIDE INCREASE IN HEALTHCARE DEMAND WHILE ACCESS FOR QUALITY HEALTHCARE HAS BECOME A GLOBAL CHALLENGE.



THE RESULT: TRIPS ARE **9** TIMES MORE LIKELY TO RESULT IN A MEDICAL EVACUATION<sup>2</sup>.



THIS TRIGGERS: GROWING NEED FOR **AIR AMBULANCE EVACUATIONS**



THE RESULT IS: **+52% INCREASE IN EVACUATION COSTS<sup>2</sup>**

### TRAVEL POLICY AND DUTY OF CARE

"It's complicated to deal with such a complexity and it's important for companies to rely on experts."  
**Dominic Short, President of the Association of Swiss Travel Management**

#### CONSEQUENCES ON EMPLOYER'S DUTY OF CARE



ROBUST HEALTH & SECURITY TRAVEL POLICY



WORLD-CLASS MEDICAL & SECURITY SUPPORT



DIGITAL TOOLS TO SIMPLIFY PROCESSES

#### HOW TO MANAGE INCREASING SECURITY RISKS



REAL TIME INFORMATION



TRAVEL TRACKING



CLEAR DECISION MAKING



POLICY DEVELOPMENT

"We have specific colleagues working to be up to date with restrictions on a daily basis. It's an endless work."  
**Martin Knuchel, Head of Crisis, Emergency and Business Continuity Management, Lufthansa Group Airlines**

<sup>1</sup>Total passenger numbers are expected to reach 2.3 billion in 2021. This will grow to 3.4 billion in 2022 which is similar to 2014 levels and significantly below the 4.5 billion travelers of 2019.  
<https://www.iata.org/en/pressroom/2021-releases/2021-10-04-01/>

<sup>2</sup>International SOS Assistance Centres and Tracker data 2020 - 2021.

<sup>3</sup>International trips registered +10% monthly growth, while domestic trips registered +13% monthly growth. Analysis based on International SOS Tracker data: May 2020 - August 2021.