



# *Travel Innovation Group Crisis Management Plan*

14 September 2020

*We Are With You*

# INTRODUCTION

The Travel Innovation Group (Lime and Aviate) recognizes it is an integral partner in support of its customers during any crisis including a pandemic. To react swiftly and professionally to a crisis the business has established procedures and actions. The Travel Innovation Group has a comprehensive Crisis Management Plan to support our customers during any crisis period – including a pandemic. These plans are reviewed after every alert - and also once a year - to ensure they remain up to date and fully encompassing.

To aid a coordinated response to a disruptive crisis the Travel Innovation Group now publishes an external summary of its plans so customers are informed of the actions being taken and we can work together for optimum outcomes.

As we remain operating within the Covid 19 pandemic and there is real concern further major disruption could occur this overview is specifically tailored for such a disruption.

# DISRUPTION SEVERITY CATEGORIES

## **Severity 1: UK-wide lockdown preventing all travel**

This is our highest alert category and we will instigate our full Crisis Management operation. It would be anticipated the situation will include all but a few flight cancellations and a general blanket ban on all but essential travel by the FCO. Many customers' clients will be abroad and will require repatriation support. Access to our offices will / may be restricted and some staff may not be able to work due to illness.

## **Severity 2: Worldwide second wave and key destination border closures**

Our second severity category. It is anticipated a number of our key, top destinations will have no-go FCO travel advice and many airlines will significantly reduce their schedules resulting in mass cancellations to and from many destinations. Many customers' clients will be abroad and will require repatriation support. Access to our offices will probably not be restricted.

## **Severity 3: General disruption with country-by-country lockdowns / FCO non travel advice**

This is general COVID 19 operations - reflecting the operational and trading position (as at August 2020). Generally the world – and the airlines – are opening up with known travel restrictions to certain destinations and sporadic changes to FCO advice and destination restrictions. Access to our offices will not be restricted.

# PRIORITISATION

During a crisis we will prioritise our activity in the following order:

- ✓ **Category 1:** Prioritising the repatriation of our customers where borders are closing/have closed, along with all clients with disrupted holidays due to depart in the next 14 days (in date order).
- ✓ **Category 2:** All ticketed passengers due to depart outside of two (2) weeks but within the next eight (8) weeks (in date order)
- ✓ **Category 3:** All other ticketed bookings due to depart outside of next eight (8) weeks (in date order).

It is crucial, in particular for Severity 1 & 2 circumstances, we prioritise in this manner, so we focus on those bookings needing most urgent attention. We will keep our customers informed as we move through the phases so expectations can be managed and our customers can do the same with clients.

The table on the next page overviews the functions we will deploy to manage the crisis and keep you fully updated.

# PRIORITISATION

ACTIONS	SEVERITY 1	SEVERITY 2	SEVERITY 3
Websites (Central Communications Repository)	✓	✓	✓
Crisis Updates via E-Flyers	✓	✓	✓
Bulletins	Regular ✓	Periodically ✓	Occasional as required ✓
Fares Refund Payment Schedule	✓	✓	✓
Airline Policy Chart published and Advice Centre	✓	✓	✓
Distressed bookings coordination and support	✓	✓	✓
Airline liaison and policy influencer (when possible)	✓	✓	✓
Extended Office Hours	✓	As required ✓	
Crisis Centre Established	✓	As required ✓	
Full Crisis Team Deployed	✓	As required ✓	
Repatriation Actions and Comms	✓	✓	
Contact via Email / Chat only (Telephones switched off)	✓		

# COMMUNICATION AND NOTIFICATION CHANNELS

1. Websites – central repository and main portal for all news updates
2. Airline Covid policy tables (published on websites)
3. Regular Bulletins (by email and published on websites)
4. E Flyers for key updates (by email and published on websites)

**Opening hours:** Each disruption circumstance is different and can be dependent on the depth of disruption, timing, predictability, etc. On a case-by-case basis we will assess the impact and determine how best to practically manage the disruption in the interest of our customers. We will therefore communicate any extension (or change) to our opening hours.

**Service Levels:** Whilst everyone recognizes business-as-usual service levels and the need to make prioritisations places significant stress on being able to provide normal trading service standards. However, we recognise good planning and pre-emptive training supported by disruption enabled system functionality can considerably reduce any negative impact. TIG has processes and reviews in place to maximize preparedness and thereby maximize our ability to react professionally and timely.

## **Refund process and updates.**

We will assess the situation and communicate our recommendations for how best to deal with flight cancellations (including, if necessary, circumstances around mass flight cancellations).

Once processes are established we will re-deploy resources so as not to impact on our capacity to deal with Severity 1- Category 1 & 2 prioritisations to act swiftly. Our aim will be to process refunds as soon as is practical so refund payments will not be unduly delayed to our customers (subject to airlines reimbursing us).

**Payment schedule:** We will publish Refund Payments dates / cycles to provide a clear schedule as to when our customers can expect re-payments. Refund confirmations will provide specific information relating to individual bookings.

**Ticket Protection Scheme.** Should an airline failure occur we will communicate accordingly and provide detailed information as to how to make a claim (for those bookings covered by our Ticket Protection Scheme). We will then communicate regularly and enact refunds as per the policy.

## Communications

This Crisis Management Plan sets out an overview as to how the Travel Innovation Groups response to a pandemic crisis. Our customer support and willingness to understand our approach will greatly enable us to be effective.

**Telephones:** In Severity 1 disruption situations it is likely we will decide to switch off incoming calls. This is NOT that we do not wish to communicate with our customers. Rather, with process in place, allows us to focus on the Category prioritisations as detailed above.

Effective communications to us:

- Particularly in Severity 1 circumstances (but generally during disruption) we ask our customers to detail in the email subject field the booking reference and date of departure. This will allow our systems to filter enquiries by date order and we will then can act effectively in dealing with those bookings that need more immediate attention.
- Where a system functionality allows then we recommend you action your own bookings via the system. This way you can manage the situation as per your timings.
- As per this Crisis Management Plan, our response will reflect this information,. You can be confident we are working through bookings as defined. Constant chasing and / or attempting to circumvent processes will only lead to frustration and additional delays.

## Review and Learn

Once a disruption is under-control, the Travel Innovation Group will instigate a Review and Learn process. We will communicate with our customers and ask for feedback so that as part of our commitment to improve our service to you we can understand what you would like us to do differently for future disruptions.