

# 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.

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## 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.

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## 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><b><u>Airline Ticket Validity</u></b></p> <ul style="list-style-type: none"> <li>Airline tickets validity dates should be extended for two years.</li> </ul> <p><b><u>Unused Tickets</u></b></p> <ul style="list-style-type: none"> <li>Rebooking of unused tickets should be streamlined, so airline waivers are embedded in rules, and agencies can easily process ticket exchanges.</li> <li>Reducing processing time for agencies and ensuring debit memos are not issued.</li> <li>Airlines issue waivers for name changes and any associated fees on airline tickets without requiring airline sales support assistance.</li> </ul> <p><b><u>Destination Changes</u></b></p> <ul style="list-style-type: none"> <li>Airlines to allow changes to a ticketed destination if there are travel bans or airport closures.</li> </ul> <p><b><u>UATP Card Utilization</u></b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b><u>Airline Mobile Applications</u></b></p> <ul style="list-style-type: none"> <li>Airlines should improve mobile app functionality to allow travelers to change and exchange tickets easily during irregular operations.</li> </ul> <p><b><u>Frequent Flyer Programs</u></b></p> <ul style="list-style-type: none"> <li>Airlines offer travelers frequent flyer incentives in order to retain status for an extended period of time, offer mileage incentives when companies resume travel.</li> </ul> | <p><b><u>Airline Ticket Validity</u></b></p> <ul style="list-style-type: none"> <li>Airline tickets validity dates should be extended for two years.</li> </ul> <p><b><u>Unused Tickets</u></b></p> <ul style="list-style-type: none"> <li>Rebooking of unused tickets should be streamlined, so airline waivers are embedded in rules, and agencies can easily process ticket exchanges.</li> <li>Reducing processing time for agencies and ensuring debit memos are not issued.</li> <li>Airlines issue waivers for name changes and any associated fees on airline tickets without requiring airline sales support assistance.</li> </ul> <p><b><u>Destination Changes</u></b></p> <ul style="list-style-type: none"> <li>Airlines to allow changes to a ticketed destination if there are travel bans or airport closures.</li> </ul> <p><b><u>UATP Card Utilization</u></b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b><u>Airline Mobile Applications</u></b></p> <ul style="list-style-type: none"> <li>Airlines should improve mobile app functionality to allow travelers to change and exchange tickets easily during irregular operations.</li> </ul> <p><b><u>Frequent Flyer Programs</u></b></p> <ul style="list-style-type: none"> <li>Airlines offer travelers frequent flyer incentives in order to retain status for an extended period of time, offer mileage incentives when companies resume travel.</li> </ul> | <p><b><u>Resumption of Travel</u></b></p> <ul style="list-style-type: none"> <li>Airlines roll back their pandemic related waivers and rule changes and begin to resume normal policies and procedures.</li> </ul> |

## AIR STANDARDS – TRAVELER STANDARDS

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

## AIR STANDARDS – ABOVE THE WING STANDARDS (1)

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

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><b><u>Reduced Contact</u></b></p> <ul style="list-style-type: none"> <li>• Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines.</li> <li>• Implement contactless options for payment and points of egress.</li> <li>• Minimize post/shift changes for employees.</li> <li>• Airlines should modify in-flight services, such as beverage and meal service, to reduce the amount of contact between the flight crew and passengers.</li> </ul> <p><b><u>Cleaning Standards</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible.</li> </ul> | <p><b><u>Reduced Contact</u></b></p> <ul style="list-style-type: none"> <li>• Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines.</li> <li>• Implement contactless options for payment and points of egress.</li> <li>• Minimize post/shift changes for employees.</li> <li>• Airlines should modify in-flight services, such as beverage and meal service, to reduce the amount of contact between the flight crew and passengers.</li> </ul> <p><b><u>Cleaning Standards</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible.</li> </ul> | <p><b><u>Reduced Contact</u></b></p> <ul style="list-style-type: none"> <li>• Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines.</li> <li>• Implement contactless options for payment and points of egress.</li> <li>• Minimize post/shift changes for employees.</li> <li>• Airlines should modify in-flight services, such as beverage and meal service, to reduce the amount of contact between the flight crew and passengers.</li> </ul> <p><b><u>Cleaning Standards</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible.</li> </ul> |

## AIR STANDARDS – BELOW THE WING STANDARDS

| Global Pandemic Declared by WHO   | Destination Moving In or Out of Pandemic   | No Global Pandemic  |
|---|--|---|
| <p><b><u>Personal Protective Equipment</u></b></p> <ul style="list-style-type: none"> <li>Wear required PPE as governed by regulatory bodies and practice physical distancing.</li> <li>Provide additional PPE, hand sanitizer, latex gloves, and cleaning products in staff common areas, including break rooms, baggage holding areas, and employee entrances.</li> <li>Implement temperature checks and/or fitness for travel/duty protocols</li> </ul> <p><b><u>Reduced Contact</u></b></p> <ul style="list-style-type: none"> <li>Implement barriers, floor direction arrows, and other signage to enforce physical distancing guidelines.</li> <li>Minimize post/shift changes for employees.</li> <li>Implement contactless options for payment and points of egress.</li> <li>Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible.</li> </ul> <p><b><u>Cleaning Standards</u></b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul> | <p><b><u>Personal Protective Equipment</u></b></p> <ul style="list-style-type: none"> <li>Wear required PPE as governed by regulatory bodies and practice physical distancing.</li> <li>Provide additional PPE, hand sanitizer, latex gloves, and cleaning products in staff common areas, including break rooms, baggage holding areas, and employee entrances.</li> <li>Implement temperature checks and/or fitness for travel/duty protocols</li> </ul> <p><b><u>Reduced Contact</u></b></p> <ul style="list-style-type: none"> <li>Implement barriers, floor direction arrows and other signage to enforce physical distancing guidelines,</li> <li>Minimize post/shift changes for employees.</li> <li>Implement contactless options for payment and points of egress.</li> <li>Minimize contact points for checked baggage and implement spray cleaning/disinfection, where feasible.</li> </ul> <p><b><u>Cleaning Standards</u></b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul> | <p><b><u>Reduced Contact</u></b></p> <ul style="list-style-type: none"> <li>Implement contactless options for payment and points of egress.</li> </ul> <p><b><u>Cleaning Standards</u></b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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</li> </ul> |

## AIR STANDARDS – AIRPORT EMPLOYEE STANDARDS

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

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## 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   |
|--|--|--|---|--|
| <b>Car Share commute (not a car owner)</b>           | 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                 |
| <b>Scooter Share commute</b>                         | 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                                  |  |
| <b>Car rental instead of rail - mid to long haul</b> | 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                                 |
| <b>Car share instead of rail - short haul</b>        | 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                                 |
| <b>Car rental or share to airport</b>                | Alternative to taxi or other rideshare                                       | Confidence and physical distancing   | Sanitized product   | Network, vehicle choice, and one-way rentals                                   |
| <b>Rental car vs. own car use</b>                    | 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 |
| <b>Commute share</b>                                 | 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                 |
| <b>Corporate Car Club</b>                            | 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                               |
| <b>Shuttle Service for commuters</b>                 | 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  |
| <b>Drive Me for long-distance travel vs. plane</b>   | 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   |

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## 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><b><u>Personal Protection Equipment</u></b></p> <ul style="list-style-type: none"> <li>• The drivers will wear face masks at the start and end of the ride.</li> <li>• The suppliers will provide hand sanitizer to chauffeurs.</li> <li>• The drivers will wear gloves from the start and end of the ride.</li> <li>• The drivers will not shake hands with travelers.</li> <li>• The drivers can provide a face mask to the traveler if they do not have one.</li> <li>• The driver will provide amenities upon request.</li> <li>• The driver can provide hand sanitizer to the customer before and after the ride.</li> <li>• The supplier will not have more than 2 individuals in the vehicle, and the front seat will not be used.</li> </ul> <p><b><u>Personal Protection Equipment</u></b></p> <ul style="list-style-type: none"> <li>• The customer will wear a face mask when riding in the vehicle.</li> </ul> | <p><b><u>Personal Protection Equipment</u></b></p> <ul style="list-style-type: none"> <li>• The drivers will wear face masks at the start and end of the ride.</li> <li>• The suppliers can provide hand sanitizer to drivers.</li> <li>• The drivers will wear gloves from the start and end of the ride.</li> <li>• The drivers will not shake hands with travelers.</li> <li>• The driver can provide a face mask to the traveler if they do not have one.</li> <li>• The driver can provide amenities upon request.</li> <li>• The driver can provide hand sanitizer to the customer before and after the ride.</li> <li>• The supplier will not have more than 2 individuals in the vehicle, and the front seat will not be used.</li> </ul> <p><b><u>Personal Protection Equipment</u></b></p> <ul style="list-style-type: none"> <li>• The customer is encouraged to wear a face mask when riding in the vehicle.</li> </ul> | <p><b><u>Personal Protection Equipment</u></b></p> <ul style="list-style-type: none"> <li>• The drivers can wear face masks at the start and end of the ride.</li> <li>• The suppliers can provide hand sanitizer to drivers.</li> <li>• The drivers can wear gloves from the start and end of the ride.</li> <li>• The drivers will not shake hands with travelers.</li> <li>• The driver can provide a face mask to the traveler at their request.</li> <li>• The driver can provide water upon request.</li> <li>• The driver can provide hand sanitizer to the customer before and after the ride.</li> <li>• The driver can have more than 2 people in the vehicle.</li> </ul> <p><b><u>Personal Protection Equipment</u></b></p> <ul style="list-style-type: none"> <li>• The customer is encouraged to wear a face mask when riding in the vehicle.</li> </ul> |

## GROUND TRANSPORTATION STANDARDS – DRIVEME: CLEANLINESS STANDARDS

| Global Pandemic Declared by WHO  | Destination Moving In or Out of Pandemic  | No Global Pandemic  |
|--|---|---|
| <p><b>Clean and Disinfect</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>The driver will quarantine a vehicle for 14 days if the customer and/or employee(s) report any illness.</li> <li>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).</li> <li>Overnight, while parked, the supplier will use a disinfectant bomb.</li> <li>The driver will use fresh air circulation system, not recirculation.</li> <li>For larger vehicles, the supplier will open the windows 1-2 inches to maximize airflow without affecting cabin temperature.</li> <li>For extreme conditions, the supplier will use a UV light system to eradicate the virus.</li> </ul> <p><b>Clean and Disinfect</b></p> <ul style="list-style-type: none"> <li>The traveler will remove all personal items and trash at the end of their ride.</li> </ul> | <p><b>Clean and Disinfect</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>The supplier can install <b>sneeze guards</b> (check with the provider).</li> <li>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.</li> <li>The supplier will quarantine a vehicle for 72 hours if the customer and/or chauffeur report any illness.</li> <li>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).</li> <li>Overnight, while parked, the supplier will use a disinfectant bomb.</li> <li>The driver will use a fresh air circulation system, not recirculation.</li> <li>For larger vehicles, the supplier will open the windows 1-2 inches to maximize airflow without affecting cabin temperature.</li> <li>For extreme conditions, the supplier will use a UV light system to eradicate the virus.</li> </ul> <p><b>Clean and Disinfect</b></p> <ul style="list-style-type: none"> <li>The traveler will remove all personal items and trash at the end of their ride.</li> </ul> | <p><b>Clean and Disinfect</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>The supplier can install <b>sneeze guards</b> (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.</li> <li>The supplier will quarantine a vehicle for 72 hours if customer and/or chauffeur report any illness.</li> <li>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).</li> <li>Overnight, while parked, the supplier can use a disinfectant bomb.</li> <li>The driver will use fresh air circulation system, not recirculation.</li> <li>For larger vehicles, the driver can open windows 1-2 inches to maximize airflow without affecting cabin temperature.</li> <li>For extreme conditions, a UV light system can be installed to eradicate the virus.</li> </ul> <p><b>Clean and disinfect</b></p> <ul style="list-style-type: none"> <li>The traveler will remove all personal items and trash at the end of their ride.</li> </ul> |

## GROUND TRANSPORTATION STANDARDS – DRIVEME: PHYSICAL DISTANCING STANDARDS

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

## GROUND TRANSPORTATION STANDARDS – DRIVEME: HEALTH STANDARDS

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

## GROUND TRANSPORTATION STANDARDS – DRIVEME: CANCELLATION STANDARDS

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

## GROUND TRANSPORTATION STANDARDS – MEDRIVE: PERSONAL PROTECTION EQUIPMENT STANDARDS

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

## GROUND TRANSPORTATION STANDARDS – MEDRIVE: CLEANLINESS STANDARDS

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

## GROUND TRANSPORTATION STANDARDS – MEDRIVE: PHYSICAL DISTANCING STANDARDS

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

## GROUND TRANSPORTATION STANDARDS – MEDRIVE: HEALTH STANDARDS

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

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## 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

- 
- 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><b><u>Property Cleaning Standards</u></b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul> <p><b><u>Property Communication Guidelines</u></b></p> <ul style="list-style-type: none"> <li>The property will publish and maintain their current policies and standards of cleanliness on their website.</li> <li>The property will post signage with reminders on hygiene, PPE requirements, physical distancing, and other property requirements.</li> <li>The property should make their standards available to TMC, OBT, or direct to the consumer.</li> <li>The property will provide direct communication to guests, TMC and sub-contractors notifying of any changes to pandemic related policies.</li> <li>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.</li> </ul> <p><b><u>Online Booking Tool/Website Content Guidelines:</u></b></p> <ul style="list-style-type: none"> <li>The property will ensure inventory is removed from the GDS, TMC or website if the hotel is closed.</li> <li>The property will ensure 3rd party booking sites only display real-time, available inventory for properties that are accepting reservations.</li> </ul> | <p><b><u>Property Cleaning Standards</u></b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul> <p><b><u>Property Communication Guidelines</u></b></p> <ul style="list-style-type: none"> <li>The property will publish and maintain their current policies and standards of cleanliness on their website.</li> <li>The property will post signage with reminders on hygiene, PPE requirements, physical distancing, and other property requirements.</li> <li>The property should make their standards available to TMC, OBT, or direct to the consumer.</li> <li>The property will provide direct communication to guests, TMC and sub-contractors notifying of any changes to pandemic related policies.</li> <li>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.</li> </ul> <p><b><u>Online Booking Tool/Website Content Guidelines:</u></b></p> <ul style="list-style-type: none"> <li>The property will ensure inventory is removed from the GDS, TMC or website if the hotel is closed.</li> <li>The property will ensure 3rd party booking sites only display real-time, available inventory for properties that are accepting reservations.</li> </ul> | <p><b><u>Property Cleaning Standards</u></b></p> <ul style="list-style-type: none"> <li>The property will ensure that all areas of the property maintain enhanced cleaning standards.</li> <li>The alternate accommodation service provider or individual owner (e.g., home, apartment, etc.) should maintain the highest standards in cleanliness.</li> </ul> <p><b><u>Property Communication Guidelines</u></b></p> <ul style="list-style-type: none"> <li>The property should maintain current policies on their website, onsite signage and handouts.</li> </ul> <p><b><u>Online Booking Tool/Website Content Guidelines:</u></b></p> <ul style="list-style-type: none"> <li>The property will ensure inventory is removed from the GDS, TMC or website if the hotel is closed.</li> <li>The property will ensure 3rd party booking sites only display real-time, available inventory for properties that are accepting reservations.</li> </ul> |

## LODGING STANDARDS – ON PROPERTY – PROPERTY CONFIGURATION (1)

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

## LODGING STANDARDS – ON PROPERTY – PROPERTY CONFIGURATION (2)

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

## LOGGING STANDARDS – ON PROPERTY – STAFF & SUPPLIER GUIDELINES

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

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

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

## LODGING STANDARDS – POST-TRIP

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

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## 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><b><u>Participants/Organization</u></b></p> <ul style="list-style-type: none"> <li>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.</li> <li>The venue will provide temperature checks and screening at the entrance to large meeting spaces for 50 or more people.</li> <li>Participants are required to self-quarantine if symptoms appear or if the planner is notified of exposure.</li> <li>The venue will provide door opening protocols for meeting spaces so participants can minimize the contamination of pull doors or doorknobs.</li> </ul> <p><b><u>Venue Staff</u></b></p> <ul style="list-style-type: none"> <li>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.</li> <li>The venue will provide daily temperature checks and screenings for staff at the entrance to the venue.</li> <li>The venue will require staff to leave the venue if symptoms appear or if there is a notification of exposure.</li> </ul> | <p><b><u>Participants/Organization</u></b></p> <ul style="list-style-type: none"> <li>The venue will provide temperature checks and screening at the entrance to large meeting spaces for 50 or more people.</li> <li>Participants are required to self-quarantine if symptoms appear or if the planner is notified of exposure.</li> </ul> <p><b><u>Venue Staff</u></b></p> <ul style="list-style-type: none"> <li>The venue will provide daily temperature checks and screenings for staff at the entrance to the venue.</li> <li>The venue will require staff to leave the venue if symptoms appear or if there is a notification of exposure.</li> </ul> | <p><b><u>Participants/Organization</u></b></p> <ul style="list-style-type: none"> <li>Participants are required to self-quarantine if symptoms appear or if the planner is notified of exposure.</li> </ul> <p><b><u>Venue Staff</u></b></p> <ul style="list-style-type: none"> <li>The venue will require staff to leave the venue if symptoms appear or if there is a notification of exposure.</li> </ul> |

## MEETINGS – CLEANLINESS STANDARDS

| Global Pandemic Declared by WHO   | Destination Moving In or Out of Pandemic  | No Global Pandemic  |
|---|---|---|
| <p><b><u>Venue</u></b></p> <ul style="list-style-type: none"> <li>The venue will adhere to the latest State and Federal guidelines on gatherings and allowable numbers.<br/>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.</li> <li>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.</li> <li>The venue will provide Portable Hand Sanitation stations for attendees and employees throughout the meeting spaces.</li> </ul> <p><b><u>Staff</u></b></p> <ul style="list-style-type: none"> <li>The venue will provide IDSA approved Cleanliness Training for all event staff prior to the reopening of venue space.</li> <li>The venue will be required to conduct employee temperature checks prior to arrival at meeting spaces every shift.</li> <li>The venue will be required to provide Personal Protective Equipment (PPE) to all employees.</li> <li>The venue will provide revised facility guides that incorporate the current physical distancing protocols.</li> </ul> | <p><b><u>Venue</u></b></p> <ul style="list-style-type: none"> <li>The venue will provide electronic sales kits for site inspections, which will be distributed and viewed on a client's personal device, when possible.</li> <li>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.</li> <li>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.</li> <li>The venue will provide Portable Hand Sanitation stations inside high-traffic areas, including foyers and meal rooms.</li> <li>The venue will sanitize escalator handrails in the Conference Center during peak times.</li> <li>The venue will sanitize the meeting spaces daily, and single-use items will be disposed of each day.</li> </ul> | <p><b><u>Venue</u></b></p> <ul style="list-style-type: none"> <li>The venue will provide electronic sales kits for site inspections, which will be distributed and viewed on a client's personal device, when possible.</li> <li>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.</li> <li>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.</li> <li>The venue will provide Portable Hand Sanitation stations inside high-traffic areas, including foyers and meal rooms.</li> <li>The venue will sanitize escalator handrails in the Conference Center during peak times.</li> <li>The venue will sanitize the meeting spaces daily, and single-use items will be disposed of each day.</li> </ul> |

## MEETINGS – PHYSICAL DISTANCING STANDARDS

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

## MEETINGS – FOOD SERVICE STANDARDS

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

## MEETINGS – PARTICIPANT RESPONSIBILITIES

| Global Pandemic Declared by WHO   | Destination Moving In or Out of Pandemic  | No Global Pandemic  |
|---|---|---|
| <p><b><u>Certifying that Individuals Are Not Infected</u></b><br/> <b>Highest Standard:</b></p> <ul style="list-style-type: none"> <li>Participants are required to produce proof of a negative virus test from no more than one day prior to the event.</li> <li>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.</li> <li>Participants will be able to submit a vaccine certificate as a waiver, once a vaccine becomes available.</li> <li>Participants will also submit to all the requirements set out under the Minimum Standards below.</li> </ul> <p><b>Minimum Standard:</b></p> <ul style="list-style-type: none"> <li>Participants will submit to the fever check station at the time of meeting check-in and each subsequent day of the meeting.</li> <li>Participants will sign a waiver stating that he/she has not been exposed, does not have a cough, etc.</li> <li>Participants will be required to self-isolate or leave the event if he/she begins to feel any symptoms or has a fever.</li> <li>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.</li> <li>Agreeing to follow recommendations of protective covering standards as required by the local government.</li> </ul> | <p><b><u>Certifying that Individuals Are Not Infected</u></b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Participants will submit to a fever check if the organization or municipality recommends doing so.</li> <li>Participants will be required to self-isolate or leave the event if he/she begins to feel any symptoms or has a fever.</li> <li>Participants agree to follow all physical distancing guidelines/protective covering requirements as required by the organization or local municipality.</li> <li>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.</li> </ul> | <p><b><u>Certifying that Individuals Are Not Infected</u></b></p> <ul style="list-style-type: none"> <li>Participants have the responsibility and make the commitment to self-isolate if they become symptomatic or learn they have been exposed during the event.</li> <li>Participants have the responsibility to adhere to all organizations or local government standards and report any potential exposure before attending an event.</li> </ul> |

## MEETINGS – ORGANIZER/PLANNER RESPONSIBILITIES

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

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## MEETINGS – PACKAGE DELIVERY PROTOCOLS

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

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## 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

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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"> <li>• Most TOCs (Train Operating Company) will have ticket counters open with protection.</li> <li>• TOCs prefer sales through electronic means such as online and ticket machines.</li> <li>• TOCs prefer E-Tickets and mandate this where feasible.</li> <li>• TOCs preferred payment method is contactless. Cash is discouraged.</li> </ul> | <ul style="list-style-type: none"> <li>• Most TOCs (Train Operating Company) will have ticket counters open with protection.</li> <li>• TOCs prefer sales through electronic means such as online and ticket machines.</li> <li>• TOCs prefer E-Tickets and mandate this where feasible.</li> <li>• TOCs preferred payment method is contactless. Cash is discouraged.</li> </ul> | <ul style="list-style-type: none"> <li>• TOCs (Train Operating Company) will open ticket counters without extra protection.</li> <li>• TOCs will accept cash payments, although electronic payments are still preferred</li> </ul> |

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

## 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"> <li>Subject to Country requirements - Passengers should check in advance.</li> <li>TOCs will apply temperature checks and health QR codes (if country applicable).</li> <li>Passengers should check for certification required to travel to various countries if the rail journey is International.</li> </ul> | <ul style="list-style-type: none"> <li>Subject to Country requirements - Passengers should check in advance.</li> <li>TOCs will apply temperature checks and health QR codes (if country applicable).</li> <li>Passengers should check for certification required to travel to various countries if the rail journey is International.</li> </ul> | <ul style="list-style-type: none"> <li>Subject to country requirements - Passengers should check in advance.</li> <li>TOCs will not apply any additional checks or certificates over and above country requirements.</li> </ul> |

## 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"> <li>TOCs require mandatory face masks for all passengers and staff.</li> <li>Passengers are recommended to wear face masks in stations and all areas where physical distancing is not possible.</li> </ul> | <ul style="list-style-type: none"> <li>TOCs require mandatory face masks for all passengers and staff.</li> <li>Passengers are recommended to wear face masks in stations and all areas where physical distancing is not possible.</li> </ul> | <ul style="list-style-type: none"> <li>Wearing face masks is optional, and travelers can decide.</li> </ul> |

## 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"> <li>TOC will limit the capacity to ensure physical distancing measures can be taken (this will impact availability of busy trains).</li> <li>TOCs will mandate seat reservations. TOC staff can reallocate seats on board to enforce physical distancing.</li> <li>TOC staff will manage boarding and disembarkation physical distancing using a one-way system.</li> <li>Passengers are required to stay within their seats and keep movement onboard to a minimum.</li> </ul> | <ul style="list-style-type: none"> <li>TOC will increase capacity from Phase 1 to ensure physical distancing measures can be taken (this will impact availability of busy trains).</li> <li>TOCs will mandate seat reservations. TOC staff can reallocate seats on board to enforce physical distancing.</li> <li>TOC staff will manage boarding and disembarkation physical distancing using a one-way system.</li> <li>Passengers are required to stay within their seats and keep movement onboard to a minimum.</li> </ul> | <ul style="list-style-type: none"> <li>TOCs will revert to business as usual protocols.</li> </ul> |

## 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"> <li>• TOCs will provide deep and thorough cleaning and disinfection of trains on all surfaces regularly.</li> <li>• Passengers should check individual TOC protocols for cleaning frequency - preferred protocol is post each journey (final train destination).</li> <li>• TOCs will provide hand sanitizers and handwashing facilities where able. Passengers should ensure that they carry their own hand sanitizers and/or disinfectant wipes.</li> <li>• TOCs will isolate passengers displaying symptoms, and the proper authorities will be informed.</li> </ul> | <ul style="list-style-type: none"> <li>• TOCs will provide deep and thorough cleaning and disinfection of trains on all surfaces regularly.</li> <li>• Passengers should check individual TOC protocols for cleaning frequency - preferred protocol is post each journey (final train destination).</li> <li>• TOCs will provide hand sanitizers and handwashing facilities where able.</li> <li>• Passengers should ensure that they carry their own hand sanitizers and/or disinfectant wipes.</li> <li>• TOCs will isolate passengers displaying symptoms, and the proper authorities will be informed.</li> </ul> | <ul style="list-style-type: none"> <li>• TOCs will provide deep and thorough cleaning and disinfection of trains on all surfaces regularly.</li> <li>• Passengers should check individual TOC protocols for cleaning frequency - preferred protocol is post each journey.</li> <li>• TOCs will provide hand sanitizers, and handwashing facilities where able.</li> <li>• Passengers should ensure that they carry their own hand sanitizers and/or disinfectant wipes.</li> <li>• TOCs will isolate passengers displaying symptoms, and the proper authorities will be informed.</li> </ul> |

## 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"> <li>• TOC will not offer a meal service.</li> <li>• TOC will not provide food or beverages for sale on board the train.</li> <li>• Selected TOCs will allow eating on board, but it is discouraged as it involves passengers removing their face masks.</li> <li>• Passengers should check TOC for First Class at-seat service.</li> <li>• Passengers should check TOC for status for journeys over 5 hours.</li> </ul> | <ul style="list-style-type: none"> <li>• TOC will not offer a meal service.</li> <li>• Selected TOCs will offer pre-packaged food for purchase, but it must be eaten at the passenger seat.</li> <li>• Passengers should check TOC for First Class at-seat service.</li> <li>• Passengers should check TOC for status for journeys over 5 hours.</li> </ul> | <ul style="list-style-type: none"> <li>• Relevant TOCs will reinstate meal service on board.</li> <li>• TOCs will open catering coaches for food and drink purchases.</li> <li>• TOCs will reopen restaurant carriage (where relevant).</li> <li>• Passengers should check TOC for First Class at-seat service.</li> </ul> |

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## GDS TMC OBTFINDINGS

### 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        |

| <b>CODE SUGGESTED</b> | <b>DESCRIPTOR</b>                          | <b>SEGMENT</b> | <b>PRIORITY</b> |
|-----------------------|--|----------------|-----------------|
| 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               |

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## 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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