



# 17 BUSINESS TRAVEL SECURITY CHECKLISTS

Skillcast

This e-book has been brought to you by Skillcast and offers a comprehensive checklist of all the things you should be prepared for when travelling on business.

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## 17 Business Travel Security Checklists From Skillcast

### 1. Preparing to travel

Use this checklist to make arrangements for your business trip:

PREPARING TO TRAVEL			
Have you:	YES (✓)	NO (✗)	NOTES: [For reference numbers, contact numbers, etc]
<i>Entry requirements:</i>			
- Familiarised yourself with entry requirements at your chosen destination? (give details of visas, permits, etc)			
- Applied for or got the correct visas for your trip?			
<i>Safety and security:</i>			
- Familiarised yourself with the safety and security issues relevant to your trip?			
- Found out what would happen in the event of a medical emergency? Eg is repatriation home arranged by your organisation? <ul style="list-style-type: none"> <li>○ If so, have you arranged this?</li> <li>○ If not, have you taken out cover with a specialist organisation (eg International SOS, Care First etc)?</li> </ul>			
<i>Health:</i>			
- Found out what health precautions are recommended for your trip?			
- Arranged any required vaccinations or medication before you go?			
- Ordered any specific medication you'll need while you travel?			
- Identified any health risks posed by food or water – eg bottled water only areas?			
<i>Risks:</i>			
- Established whether you are visiting a high-risk or low-risk destination?			
- Identified the main risks – eg medical, political, and security?			
- Identified if there are designated areas which you are advised to avoid?			
- Identified what preventative measures are necessary during your stay – eg chaperone, airport collection, etc?			
<i>Arrangements:</i>			
- Found out what provision your company makes for you (travel insurance, medical care and so on), and what you are expected to arrange yourself?			
- Identified who is responsible for arranging any vaccinations, currency, bookings, etc?			
- Got appropriate travel and health insurance?			

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- Made suitable arrangements to stay safe during any leisure time (eg with your chaperone or host), as well as to keep your luggage and possessions safe?			
- Drawn up an itinerary for your trip and shared this with your manager and host?			
<i>Currency:</i>			
- Identified what currency is required?			
- Ordered currency in low-value denominations for your trip?			
<i>Climate:</i>			
- Identified what climate you can expect when you travel? (Ideally, you should wear comfortable clothing as you travel)			
<i>Culture and etiquette:</i>			
- Found out about the local culture and etiquette (eg attitudes on alcohol, dress, chaperones, etc)?			
- Understood what action you'll need to take to comply with them?			
- Found out about local laws and customs (eg attitudes to gift-giving, bribery, facilitation payments, etc)?			
- Understood what action you'll need to take to comply with them?			
- Made any plans for your leisure time – eg must-see places?			
<i>Other (please specify):</i>			

## 2. Booking policy and procedures

**Use this checklist to comply with our booking policy and procedures:**

- Are you aware of our booking policy and procedures? (eg preferred agents, obligations, arrangements, etc)
- Are you using low-risk airlines with good security arrangements?
- Do you know your flight time?
- Have you booked an early flight to reduce the likelihood of arriving late in the day or into the evening?
- Are you clear about your destination airport and flight number?
- Have you chosen flights with the fewest intermediary stops?
- Do you know who you are meeting and understand the itinerary for your trip?
- Have you confirmed the arrival procedures at your destination?
- Have you specified a particular room to afford you more security, privacy or comfort, eg away from the lobby and higher than the second floor?
- In unstable or high-risk countries, have you registered your name and passport number with your Embassy?
- Are you aware of the risks of leaving the airport alone if your host or driver is not at the agreed pick-up point? Is there a pre-agreed plan in case of delays by either party?
- Are you travelling 'incognito' (eg avoiding wearing your name badge or a company logo so you are less of a target)?

### 3. Data security as you travel

**Use this checklist to help protect our data and information when you travel:**

- Know what data and equipment you are permitted to take and what is not recommended (remember, there may be security restrictions on portable devices on some carriers)
- Know what data restrictions you might encounter at your destination
- Protect all data and equipment as you travel – consider data security, theft, contamination and virus risks
- Understand the need to be vigilant and look out for 'shoulder surfers' – who else is within earshot or can see your screen
- Understand the risks in discarding or leaving any commercial information unattended (return it to the office for secure disposal instead)
- Avoid discussing sensitive or confidential information in a public place (move to somewhere private first)
- Avoid using public WiFi (eg in bars, coffee shops or airports) to access our network when travelling

**Have you:**

- Got any approval and assistance you need from IT prior to your trip?
- Protected all your devices – using PIN codes, 2-factor authentication, or Touch ID?
- Removed any information that is confidential or commercially-sensitive from your devices? (if this cannot be avoided, make sure it is encrypted and/or password-protected)

## 4. Final preparations before departure

Use this checklist to help you make your final preparations before departure:

READY FOR DEPARTURE?			
	YES (✓)	NO (✘)	NOTES: [For reference numbers, contact numbers, etc]
<i>Health:</i>			
Are you in good health? Do you feel well enough to make the journey?			
Do you have a copy of your health record, including evidence of appropriate vaccinations? Do you have an international certificate of vaccination or health record?			
Do you have an adequate supply of any prescribed or necessary medication (including sunscreen)?			
<i>Tickets, currency and other valuables:</i>			
Do you have your passport, any visa or other entry documentation, including identity documents? (Protect your passport and other essential documentation by photocopying key pages)			
Do you have appropriate tickets, boarding cards and so on? Have you checked in online?			
Do you have an appropriate means of payment (eg credit cards, cash, travellers' cheques and so on)? Do you have some small change in both currencies for any last-minute purchases?			
Do you have any other forms of ID?			
Do you have your driver's licence or an international driver permit, if required? Remember that some companies recommend that you take a taxi instead.			
<i>Information:</i>			
Do you have your host's name and contact information in your phone and on paper, in case they are not at the airport to meet you? Or do you have the name of a reputable taxi company?			
Have you packed any sensitive or financial information (such as company letterheads and business cards) into your checked-in luggage?			
Do you have everything you need for the meeting? Have you encrypted any			

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information contained on a laptop or memory stick?			
<i>Emergencies:</i>			
Do you know who to contact in an emergency (for instance, your manager, your host or local contact, your organisation's Security Department, your Embassy or consulate, International SOS or another specialist company)?			
Do you have their contact information? (A paper record is a useful backup if your phone is out of charge or stolen)			
<i>Technology:</i>			
Do you have your mobile phone/laptop/tablet and chargers with adaptors?			
Are they fully charged?			
Is roaming activated, if required?			
Do you have ample credit, if required?			
Are they security protected – eg using PINs, Touch ID, etc?			
<i>Packing and luggage:</i>			
Have you taken care to pack valuables in different places - eg in your suitcase and on your person?			
Have you packed your luggage yourself? Or have you been asked to carry something for someone else? Unless you are absolutely sure of the contents, refrain from carrying things on behalf of others.			
Does your luggage meet the recommended weight limits for the flight? (Check your carrier's website for guidance)			
Are you wearing clothing that is appropriate for the trip? Eg light, modest, with no visible company logos or name badges, avoiding expensive jewellery, etc			
<i>Other (please specify):</i>			

## 5. Airport safety

**Use this checklist to stay safe in the airport:**

- Plan your arrival so you have plenty of time to check in
- Proceed to the security checkpoint as soon as possible and wait for your flight in the relative safety of the departure lounge
- Avoid disturbances or scenes of any kind, moving away if possible
- Avoid anyone who is receiving special attention from the airline
- Stay alert and vigilant – in particular, watching airport officials and following their instructions
- Tell an airline employee or airport official if another passenger is behaving in an unusual way or if you see anything suspicious
- On arrival, collect your luggage without delay
- Avoid assembling in the lobby before you fly (it may be more vulnerable to terrorist attack)
- Avoid leaving your baggage unattended
- Avoid leading or straggling the group in an evacuation (it's best to stay in the middle)
- Avoid standing in the main concourse once you've arrived, particularly in high-risk destinations (this area is more likely to be vulnerable to terrorist attack or crime)

## 6. Luggage

**Use this checklist to minimise the likelihood of lost luggage:**

- Check your carrier's website before you travel and set up alerts or notifications to get specific guidance
- Ensure that suitcases are labelled appropriately with adequate information
- Make your luggage distinct to prevent someone else walking off with it
- Include labels on the suitcase, inside and out
- Take direct flights wherever possible (there is a greater likelihood of lost luggage if you change flights at a 'hub' airport)
- Avoid tight connecting flights with transfer times of less than 90 minutes (if you can't get a direct flight)
- Collect your luggage without delay, on arrival
- Avoid travelling with old labels still attached to your luggage
- Avoid leaving your baggage unattended - this may trigger a security incident or allow someone to plant substances in it

## 7. On the way

**Use this checklist to help prepare yourself as you travel to your destination:**

- Familiarise yourself with the arrangements to meet your host (remind yourself of any pre-agreed plan if your host is not at the airport to meet you)
- Plan what to wear as you travel
  - where possible, travel anonymously, with no company logo or name badge visible on your clothing
  - remove expensive jewellery or clothing
- Prepare for your trip on the flight by reacquainting yourself with key information about local customs and etiquette
- Adjust your watch when you land to display local time
- Buy a 'local' newspaper on the flight or at the airport, if you can. This will tell you more about the local situation, the culture and customs, and so on
- Keep a local map and details of your accommodation to ensure that you don't get lost:
  - but don't be too visible as a tourist by walking around with the map open
  - if you need to consult a guide, do it discreetly
- Take care not to openly display your nationality
- Ensure your clothing is suitable both for the climate at your destination and any local customs or rules (etiquette)
- Make sure that you do not take provocative or offensive literature or magazines into another country
- Be sure that your behaviour and clothing do not make you stand out from the crowd
- Do not take any prohibited items into another country (eg pets, plants, alcohol and so on)

## 8. On arrival

**Use this checklist to help plan your first steps on arrival at your destination:**

- Understand the pre-agreed arrival (meet and greet) procedures
- Know who will meet you on arrival and where you will meet
- Know how to contact them and how to recognise each other - have a robust arrangement in place
- Know what to do if something goes wrong or the 'unexpected' happens, eg if your flight is delayed or there is no-one at the arranged meeting place
- Understand the risks of leaving the airport alone or standing in the main concourse for lengthy periods (this area may be vulnerable to terrorist attack or crime)

## 9. Staying safe at your hotel

**Use this checklist to stay safe at your hotel:**

- Vary your routine and the route you take every day
- Make use of any security features (such as personal safe, safety deposit box and alarms) provided by the hotel
- Protect your passport by having photocopies of key pages
- Try to appear like a tourist rather than an executive
- Avoid leaving your hotel with casual acquaintances
- Keep to main thoroughfares (avoid wandering or straying into unfamiliar areas)
- Only travel in registered taxis recommended by our firm or the hotel (avoid using hire cars, unless you are very familiar with the area, as minor disputes may arise)
- Check the fire evacuation procedures and hotel plan on arrival
- Request another room if any of the locks are (or appear to be) faulty
- Only use approved exchanges (avoid exchanging money on the black market)
- Restrict any socialising to your hotel or only those places recommended by a trusted colleague or host
- Beware of 'Honey traps' that are an all-too-common ploy for parting you from your cash, documents and corporate information (hotels frequented by business travellers may be especially vulnerable)
- Keep informed as you travel - via your host or guide, local radio or TV, the internet and a specialist company (such as ISOS/Control Risks)
- Avoid making online credit card payments using a computer in an internet café
- Stay vigilant and always safeguard our reputation as you travel
- Buy your own drinks and insist on them being poured in front of you (so you know exactly what you are consuming)

## 10. Travelling by car or taxi

**Use this checklist when travelling by car at your destination:**

- Only use approved taxi companies or ask your host to collect you (remember, minor disputes may arise when travelling on unknown roads or if you are unaware of local customs)
- Wear any seatbelts that are provided - refuse to travel in cars without seatbelts (these are even more important to wear in some countries where accident rates are high)
- Ensure that the driver sets a meter or informs you in advance of the fee before making any journey
- Only sit in the back of the taxi (don't let the driver put your luggage in the back and force you to sit in the front, or let the driver to stop to pick up additional passengers)

## 11. Hiring a car

**Use this checklist when hiring a car at your destination:**

- Avoid hiring a car unless you are familiar with the area and have an international driving permit (fatigue after travelling combined with the risk of not knowing the roads can be a disastrous combination)
- Only use reputable companies and ensure that the car has seatbelts installed
- Check local laws before you travel, eg for the minimum driving age (sometimes as high as 25 years) and you may need to have held a licence for two years
- Check with your insurance company before driving abroad
- Familiarise yourself with the vehicle before you leave the car park
- Comply with any speed restrictions and driving rules as you travel
- Carry enough cash - as in many countries, there are on-the-spot fines for parking or driving infringements

## 12. Staying healthy

**Use this checklist to stay healthy on your trip, especially in high-risk countries:**

- Keep an adequate supply of any medication you are taking with you, along with any literature for it
- Carry personal medical information with you if you have a specific medical condition
- During a long-haul flight, move around regularly and avoid crossing your legs
- Get all appropriate vaccinations before you travel
- Find out about medical insurance before you travel and any specific arrangements that your employer has in place (including repatriation and how this is arranged)
- Wash your hands before eating or preparing food and after visiting the bathroom
- Only drink bottled or filtered water
- Avoid the risk of dehydration by drinking plenty of fluids, especially in a warm climate
- Carry an Emergency Medical Kit or a dental kit
- Avoid the sun between 11am and 3pm, and use a sunscreen
- Avoid buying food and drink from street vendors
- Avoid eating raw food (salads, shellfish or warm foods) - ensure any meat is well-cooked
- Avoid touching animals in case of rabies
- Avoid getting piercings or tattoos while abroad

**If you are travelling within the EU, carry a valid European Health Insurance Card (EHIC) - this entitles you to free emergency treatment. Visit - <http://ec.europa.eu/social/main.jsp?catId=563&langId=en> for more information.**

## 13. Security for female travellers

### Use this checklist for unaccompanied female travellers:

- Arrange for your host to collect you from the airport, if possible
- Only travel in registered taxis (or those recommended by your host) or use hotel taxis
- Only sit in the back of the taxi
  - don't let the driver put your luggage in the back and force you to sit in the front
  - don't let the driver stop to pick up additional passengers
- Dress appropriately and modestly, eg avoid short skirts and wear shoes that will enable you to stand for prolonged periods or move quickly
- Eat in your hotel or with your host, if possible - don't leave your food or drink unattended in case it gets spiked
- Stay alert to your surroundings
- Keep to commercial routes during the day and identify safe harbours - eg shops, cafés, etc
- Travel with a whistle or personal security aid - don't be afraid to make a scene if something is wrong
- Appeal directly to older men and women for help if you are harassed on the street and if no safe harbour exists - do not retaliate)
- Stay vigilant for criminals who may target lone female travellers - in particular, those posing as 'Good Samaritans' ('Honey traps' can be set for female as well as male travellers)
- Expect gender separation and other customs in Muslim countries
- Avoid very open gestures - such as fixing your gaze or smiling directly - as this may be misinterpreted in some cultures
- Wait for your male host to initiate the handshake, as in specific cultures it is forbidden for a woman to touch a man in public
- Show sensitivity and respect of others' cultures - men in many cultures may be unused to taking instructions from women
- If you are travelling with a male companion, avoid taking offence if questions are directed to him instead of you (they are often being polite and respectful)
- Avoid going out alone after dark
- Avoid giving out your room number - meet any business acquaintance in the lobby of the hotel

## 14. Dealing with emergency situations

**Use this checklist when dealing with emergency situations:**

- Avoid any situation where a crowd is gathering
- Protect your passport by photocopying key pages
- Find out about the level of credit card fraud at your destination and only use ATMs in your hotel or inside a bank
- Keep your valuables locked in your safety deposit box or hotel safe
- Take enough money to cover unexpected delays - the infrastructure may be damaged
- Make a note of your credit card company's or bank's emergency cancellation number
- Keep any windows in your hotel room locked
- Ask for proof of identity before opening the door to hotel employees
- Request a room between the second and tenth floor for added security
- Know which countries are considered high-risk and take appropriate precautions
- Only travel to high-risk destinations if it's necessary and get Security approval for your trip
- Check the Foreign Office website for extra guidance before you travel
- Contact your country's Embassy in the event of an emergency, which may co-ordinate or help to arrange repatriation
- Understand the guidance that applies when dealing with terrorist attack - eg Run - Hide - Tell (or any company variations)
- Be sceptical about attractive members of the opposite sex 'Honey traps' are an all-too-common ploy for parting you from your cash, documents and corporate information
- Avoid wearing expensive clothes or jewellery, or carrying around more cash than you need
- Avoid unfamiliar areas or going out alone after dark
- Avoid opening your hotel door to unfamiliar people
- Avoid getting hustled - say you have somewhere else to go or you are meeting someone

## 15. In the event of natural disasters

**Use this checklist in the event of natural disasters (such as hurricanes, earthquakes, etc):**

- Know which countries are considered high-risk and take appropriate precautions
- Only travel to high-risk destinations if it's necessary and get Security approval for your trip
- Avoid travelling during high-risk seasons (eg the hurricane season)
- Check the Foreign Office website for extra guidance before you travel
- Take enough money to cover unexpected delays Infrastructure may be damaged
- Contact your country's Embassy in the event of a natural disaster, which may co-ordinate or help to arrange repatriation
- Listen to local news channels and follow local advice during your trip

In the event of an earthquake or hurricanes:

- Stay indoors - only go outside, if it is safe to do so
- Take cover under a table or desk and hold onto it
- Stay low to the ground
- Keep away from any windows or heavy furniture which may fall on top of you, and keep out of the kitchen (which is a danger area)
- If you're outside, stay in the open and move to high ground if possible - move away from bridges, buildings, trees, power lines, lampposts, etc and watch out for landslides or tsunamis

## 16. Anti-kidnapping measures

**Follow these anti-kidnapping measures to stay safe in high-risk countries:**

- Get approval for your trip before you travel
- Vary your routine - the route you take to work, the taxi you take, the time at which you travel from and to your hotel
- Get professional security advice while you are in a high-risk country
- You may need to use a local security firm for armed protection or carry a personal alarm
- Follow any guidance recommended by your host
- Stay vigilant and exercise caution at all times
- Be discreet and avoid drawing attention to yourself
- Avoid wearing anything which may draw attention to our company or make you a target - such as company logo, name badge, etc
- Avoid starting arguments with armed kidnappers

### 17. After your trip

**Use this checklist to successfully conclude your business trip:**

- Get a cab, ask a family member or friend to collect you from the airport, or stay overnight close by the airport (Fatigue can make you vulnerable so take precautions until you get back home)
- Stay vigilant when you arrive back. Remember, there are just as many security risks here as elsewhere
- On your return to work, debrief your manager about the trip including news on the professional success including:
  - What went well, and what didn't
  - Comments do you have about the flight - including time, seating and airline
  - Rate your accommodation - level of comfort, accessibility, cleanliness, service, location, convenience in relation to your host's organisation or office, etc
  - Any information on issues or problems, including constructive suggestions for how they may be overcome
  - Up-to-date local knowledge - pass on any local information about changed routes, planned building work or road changes, forthcoming events and holidays, and so on
  - Any emergency situations you encountered, how you dealt with them, and any recommendations for others to prevent or deal with them
  - Lessons can you learnt re meet and greet procedures, location, accommodation, vaccinations or health advice, and cultural information
- Relay crucial information back to your manager and the Security team to ensure improvements are made for anyone visiting the same place in the future
- Ensure your expense claims for business trips are made in line with our procedures (including any limits) and within the required timeframe, with the right supporting documentation (eg receipts, etc)
- Only claim expenses for items wholly and exclusively for business use in line with our policy