Safety Matters

Crisis Management, Security & Continuity Policy
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Our Travel Crisis Management Team covers accidents, natural disasters, industrial action, terrorist activities and situations that have resulted in the Foreign and Commonwealth Office (FCO) advising against all, or all non-essential travel to a country or region. It also includes; Systems breakdown and maintenance issues.

As a business, we always strive to offer the optimum level of service to all of our customers. This includes believing that we have a duty of care to support our customers at every stage of their journey with us.

Our main objective is to handle a crisis with clear, concise, constantly updated communication and an efficient and dependable support structure to prevent and minimise stress and negativity to the customer. When an incident has been reported, the core members of the Crisis Management Team will assess the situation and decide on a course of action.

All Crisis incidents are graded into Green, Amber or Red depending on the severity and potential impact to the customer or business. Each grade is linked to a series of tasks and a team who must complete the tasks without delay.

**Green**
- Minor event in less popular destination (unlikely to affect any passengers)
- Collapse or strike of a minor airline or supplier
- Impairment of the in-house/host travel system

**Amber**
- Minor event in a top Selling destination (e.g. earthquake in Lorca, Spain or severe weather in Southern USA)
- Major event in less popular destination (e.g. Middle East protests and civil unrest in Yemen and Libya)
- Loss of major function within the in-house/host travel system **Red**
- Major event in a top selling destination, (e.g. Bangkok demonstrations, floods in Australia, earthquake or tsunami in Japan)
- Change of FCO advice to ‘Do Not Travel’ or ‘All but essential travel’ in a major destination, (e.g. DNT to Syria and Egypt)
- Collapse or strike of a major airline or supplier.
- Plane/bus crash
- Complete failure of the in-house/host travel systems

At each grading the core Crisis Management Team are responsible for implementing the correct course of action.

For all overseas & UK travellers this means using the global tracking system and reports to ascertain effected customers, work with suppliers and airlines where necessary, contact customers in country, contact customers yet to depart, update travel help pages online, keep continuous communication with all members of staff, liaise with STA Travel insurance company if necessary.

There are a number of ways that STA Travel can track travellers at any given time though the global tracking system. In addition we can offer a SMS Traveller Contact to download a list of travellers in any particular city, state or country based on the reservations made in your travel communities and enables contact by e-mail or SMS (text message). The data does not include trips booked in the last 2 days; however we would provide an auxiliary system to enable tracking in this situation based on our In-house reporting system DTM. These services are able to provide full details including contact and itinerary information as loaded into the system for all passengers. STA Travel is able to assist in contacting and coordinating the return of these travellers.
In the event of an emergency affecting any travellers of LUPC the Crisis Management team would keep the designated members updated with actions and procedures until the situation is resolved.

In addition STA Travel’s Global Travel Help service is a 24-hour service, which offers support outside of the UK. This can be for simple changes, visa advice, lost tickets or passports advice, liaison with airlines or international divisions of STA Travel and local stores in country for support where required.

STA Travel provides a separate online helpdesk system and telephone number for any inhouse/host travel system issues. In the event that our customers are unable to book through their online system we can provide alternative methods of booking until the system is restored.