

RETURN TO TRAVEL Q&A

ANY SUGGESTIONS WHAT A TRAVELER SHOULD DO IF HE/SHE FAILS A TEMPERATURE CHECK AT THE AIRPORT ON HER RETURN TRIP? CHECK BACK INTO A HOTEL? DISCLOSE THE TEMPERATURE CHECK FAILURE TO THE HOTEL?

Certain locations may have protocols in place and the traveler will need to follow the local public health/governmental guidelines accordingly. An abnormal temperature may represent many different things so it is important having the ability to access a medical assistance company to navigate the local healthcare system as needed.

CAN YOU ELABORATE ON IDENTIFYING WHO APPROVES A TRAVELER AND THE MEDICAL TRAINING QUALIFICATIONS OF THIS INDIVIDUAL TO DETERMINE AN EMPLOYEE'S FITNESS TO TRAVEL (E.G., HIGHER-RISK EMPLOYEES?)

Employers should consider many factors when returning to operations and travel. There should be an understanding for those that are at higher risk and take this into consideration for risk mitigation. Many companies are working with medical consultants to best understand an employee's fitness to work.

DO YOU EXPECT COUNTRIES TO IMPLEMENT A HEALTH CERTIFICATION REQUIREMENT FOR TRAVELERS PRIOR TO ARRIVAL IN AN INTERNATIONAL LOCATION WHEN BORDERS BEGIN TO REOPEN AND HOW CAN SERVICE PROVIDERS LIKE INT. SOS HELP ENABLE THE PROCESS FOR CUSTOMERS?

In the future there may be additional requirements to enter or exit a country in terms of health certification. For example, many countries currently require proof of a yellow fever vaccination. Our team closely monitors the medical requirements for entrance into countries and updates our pre-trip advisory to reflect the most up to date information.

DO YOU FORESEE CONTINUED QUARANTINE OR OTHER RESTRICTIONS ON U.S. TRAVELERS ABROAD?

The restrictions related to COVID – 19 remain very fluid. The ongoing restrictions and quarantine will depend on many factors and will need to be followed closely.

DO YOU HAVE A PROTOCOL IF A TRAVELER BECOMES ILL WITH COVID-19 WHILE TRAVELING?

Many countries have specific ways to access the healthcare system when their symptoms likely represent COVID-19.

DO YOU KNOW WHAT AIRLINES ARE PLANNING ON DOING TO MITIGATE RISK ON FLIGHTS?

Airlines are going all out to address the issues of health and safety while you will be onboard their aircraft. They are addressing issues such as touchless kiosks, health screening, back to front boarding, physical distancing onboard aircraft, passenger and crew wearing of face masks, reduction of food and beverage services, electro static spraying, HEPA air filters onboard aircraft, continuous cleaning and sanitization and many others. If you are interested specifically on any airline(s), please refer to their individual websites for greater detail.

DO YOU THINK THERE ARE GOING TO BE ANY LONG-TERM POSITIVE OUTCOMES TO TRAVELING FROM THE RESULTS OF THIS PANDEMIC?

Yes, we think there will be some positive outcomes. Increased cleaning of hotels and airplanes will be a positive outcome. More awareness of social distancing in lines at airports and large events will be another positive outcome. Organizations will build more robust travel risk management programs to enable faster decision making that will be useful for all crises.

DOES INTERNATIONAL SOS OFFER A SERVICE TO HELP CORPORATIONS TO PRESENT/ESTABLISH AND MONITOR THE PHASES OF RETURN TO TRAVEL?

Yes, our [Enterprise Health Security Center](#) (EHSC) has a Return to Travel playbook. Subscribers to the COVID-19 Site Monitor threat have access to the Return to Travel and Return to Operations playbooks.

Our pandemic site has information on travel restrictions to help with destination assessment and during travel monitoring. <https://pandemic.internationalsos.com/2019-ncov/ncov-travel-restrictions-flight-operations-and-screening>

DOES THE INTERNATIONAL SOS APP PROVIDE GOVERNMENT SELF-ISOLATION / QUARANTINE GUIDANCE?

Country alerts on COVID-19 restrictions including government self-isolation and quarantine guidance are available in the International SOS app. Information about travel restrictions including self-isolation and quarantine guidance is available on the pandemic site. <https://pandemic.internationalsos.com/2019-ncov/ncov-travel-restrictions-flight-operations-and-screening>

HOW CAN WE CREATE RETURN TO TRAVEL PLANS FOR OUR ORGANIZATION?

You can use the Return to Travel framework we provided in the webinar to create your own processes for destination assessment and travel approval. We can also help you with a Return to Travel consulting engagement. If you are interested in consulting, please contact your Account Manager or [click here](#) to schedule a call.

HOW DO WE ASSESS THE RISKS THAT VARIOUS AIRPORTS MAY PRESENT VS. THE FINAL DESTINATION MY TEAM MAY BE TRAVELING TO? FOR EXAMPLE: LARGE INTERNATIONAL AIRPORTS VS. REGIONAL AIRPORTS.

Similar to airlines, airports are working on how they will address the issues resulting from this pandemic. Airports will likely enforce the wearing of masks and social distancing amongst passengers and staff, and travelers would likely implement their own mitigation measures based on medical advice. The time spent in airports will be much less than the time spent at the final destination so the corresponding risk is also less. Some airports would redesign parts of its facilities to allow for physical distancing, and some will implement some form of digital and/or health screening measures, both at the departure and arrival airports and limiting access to airports to travelers only. Many airports will invest in touchless solutions to increase the use of technology such as self-service check-in, immigration, customs, security and boarding. For more detailed information on how airports are responding, please access their specific websites.

HOW WILL INTERNATIONAL SOS ASSIST THOSE PEOPLE THAT DECIDE TO TRAVEL?

International SOS will continue to assist people who decide to travel as we have for more than 35 years. Our assistance includes pre-travel medical and security advice, itinerary-specific reviews, country and city guides, alerts while on the trip, 24/7 access to medical and security advice for any questions or incidents and emotional support for during or post-travel.

I UNDERSTAND THE EMPHASIS IS ON INTERNATIONAL TRAVEL. CAN YOU ADVISE ON DOMESTIC TRAVEL, AS THE U.S. IS CONTENDING WITH COVID IN EACH STATE. SHOULD WE IMPLEMENT YOUR POINTS ON RETURN FROM TRAVEL FOR DOMESTIC TRAVEL?

Yes, we recommend organizations apply the Return to Travel framework to all travel including US domestic or domestic within any country (for example Brazil, China or Mexico) as all countries are experiencing the pandemic in different ways in various regions.

IS THERE A RELIABLE SOURCE OF INFORMATION TO LET THE TRAVELERS KNOW ABOUT THE LEVEL OF CONFIDENCE OF THE COMPLIANCE OF SAFETY PROTOCOLS IN EACH IMPORTANT AIRPORT AND AIRLINES?

Although each airport will have information about the specific mitigation measures they are implementing, various international aviation bodies are taking leading roles in defining and promoting best practice safety protocols for airports and airlines around the world. These include the International Civil Aviation Organisation (ICAO), the International Air Transport Association (IATA), Airports Council International (ACI), and the European Aviation Safety Agency (EASA). Please visit these agencies websites for more details.

Travelers should however implement their own mitigation measures including wearing face masks, using hand sanitizer and cleaning surfaces before they touch them to ensure their own safety. A comprehensive list of safety protocols in each airport is no substitute for

individuals implementing their own mitigation measures and following the advice of local health authorities.

IS THERE ANY INDICATION WHEN THE INSURANCE INDUSTRY WILL BEGIN RESUMING TRAVEL HEALTH INSURANCE POLICIES?

International SOS does not provide travel health insurance, thus we recommend you contact your insurance broker for more information on potential coverage options.

IS THERE ANY SINGULAR WEBSITE THAT GIVES INFORMATION REGARDING AIRLINES INCREASING SERVICE, ROUTES, POLICIES AND/OR PROCEDURES?

We are not aware of a single website that shows this information. However, IATA's website contains information relating to countries and airports policies and procedures <https://www.iatatravelcentre.com/> and <https://www.iata.org/en/programs/ops-infra/covid-19-ais-restrictions/>. Your travel agent may have information about increasing options to certain destinations or the airlines' website will provide information about their schedule.

ONCE A COVID VACCINATION BECOMES AVAILABLE, DO YOU THINK THERE MAY BE A REQUIREMENT FOR PASSENGERS TO DOCUMENT THEIR COVID VACCINATION FOR ENTERING FOREIGN COUNTRIES (SIMILAR TO TRAVELERS PROVING THEIR YELLOW FEVER VACCINATION, ETC.)?

Many countries may decide on proof of immunization but this will vary by government as well as more information gathered on the virus.

In the future there may be additional requirements to enter or exit a country in terms of health certification. For example, many countries currently require proof of a yellow fever vaccination. Our team closely monitors the medical requirements for entrance into countries and updates our pre-trip advisory to reflect the most up to date information.

QUARANTINE ISSUES FROM DESTINATION TO DESTINATION... VARY DOMESTICALLY VS INTERNATIONALLY?

Government mandated quarantine:

- Many countries mandate a 14 day quarantine period on arrival for all individuals entering the country.
- This differs from country to country and options include:
 - Self-quarantine at home/hotel
 - Quarantine at a designated government facility (no charge)
 - Quarantine at a designated government facility with a daily rate charge
- For inpatient cases that are admitted on arrival these quarantine requirements will still apply once the required inpatient medical treatment period has been completed and options on discharge include:
 - Mandatory ongoing admission at the hospital (these costs will be charged for but as ongoing admission is not medically indicated may be declined by an insurer)

- Self-quarantine at home/hotel following discharge
- Quarantine at a designated government facility (no charge)
- Quarantine at a designated government facility with a daily rate charge

WE JUST SAW THE EXTENSION ON THE RESTRICTION FROM US/CANADA/MEXICO, BUT IT ONLY RESTRICTS BORDER CROSSING BY LAND. IF YOU WANT/NEED TO GO TO EITHER COUNTRY WOULD YOU BE ALLOWED TO GO AND ALLOWED TO BE BACK?

The borders are open for essential travel between US/Canada/Mexico. The restrictions for travel to each country can be found on our pandemic site <https://pandemic.internationalsos.com/2019-ncov/ncov-travel-restrictions-flight-operations-and-screening>.

WHAT ABOUT EMERGENCY TRAVEL MEDICAL INSURANCE? OUR EXPERIENCE SO FAR IS THAT INSURERS HAVE ADDED A COVID19 EXCEPTION, SO EVEN IF WE DECIDE THAT THERE IS MEDICAL INFRASTRUCTURE TO SUPPORT A TRAVELER IN CASE OF AN EMERGENCY THERE IS NO COVERAGE IN CASE OF HOSPITALIZATION FOR COVID19 OR COVID19 "RELATED" PROBLEMS.

While International SOS works with most major global insurance providers via Direct Billing Agreements, we do not provide travel insurance programs. We recommend that companies reach out to their brokers or insurance carriers to explore coverage options.

IS IT MEDICALLY SAFE TO BE ON A PLANE, EVEN IF IT IS ONLY 25% OCCUPIED, FOR 3+ OR 6+ HOURS? IS THE AIRPLANE BATHROOM EVEN LESS SAFE GIVEN THE SURFACES ETC.?

It is likely safe on a plane, especially if it is 25% full, and people are spaced out. Social distancing is still the key, as well as avoiding respiratory droplets and touching your face. Excellent hand hygiene is essential in addition to avoiding contact with passengers that may be ill.

Airplane cabins are designed to be safe with very clean air. In addition to the circular, downward airflow, the cabin's air supply is completely exchanged approximately every 3 min, and they have hospital grade hepa filters that remove most infectious particulates. The bathroom, and its surfaces are a potential source of infections, but that risk can be mitigated by wiping surfaces down prior to use, hand washing after use, and then using hand sanitizer again once you return to your seat.

Furthermore, any air travel involves transit through the airport terminal and security checks which can increase the risk of infection. Practicing the same precautions above will mitigate the risk.

WHAT METRICS CAN BE USED TO ASSESS THE THREAT IN A PARTICULAR COUNTRY OR CITY AS PART OF THE PRE-TRIP ASSESSMENT PROCESS?

Our medical and security risk ratings help assess the underlying risk to travel to any destination. Our travel restrictions page on the pandemic website helps assess whether travel is possible to the particular destination. Both sites can help with pre-trip assessments. If you have further questions, clients can always call our Assistance Center 24/7 for advice. <https://pandemic.internationalsos.com/2019-ncov/ncov-travel-restrictions-flight-operations-and-screening>

WHAT SOURCES DO PEOPLE USE TO ASSESS COUNTRY RISK RATINGS?

International SOS' medical and security risk ratings are the best source of country risk ratings.

WILL INTERNATIONAL SOS PROVIDE DESTINATION ASSESSMENT FINDINGS WITH CLIENTS IN THEIR PRE-DEPARTURE EMAILS?

Our pre-departure emails provide medical and security information about a particular country. They are a starting point for a destination assessment as outlined in the webinar.

WILL THERE BE AN AIRLINE INDUSTRY STANDARD WHICH ALL CARRIERS HAVE TO FOLLOW TO PROMOTE CUSTOMER (AND STAFF) SAFETY? SUCH AS MANDATORY SEAT SPACING OR FACE MASK USE?

The airline industry is regulated in many areas of safety, security, maintenance and others areas. There are standards and practices issued by ICAO (International Civil Aviation Organization) to governments and those governments interpret and address them individually. Absent ICAO standards and practices, individual governments are left to issue regulations. If individual governments do not issue specific regulations addressing the topics you ask about, individual airlines and airports can introduce their own policies.

Individual governments have and will continue to maintain, alter and issue guidance on safety precautions they believe necessary.

The overarching standard the airline industry should follow to promote customer and staff safety is to put the public's safety at the forefront and to ensure that it informs every policy and standard decision being implemented.

DO YOU EXPECT COUNTRIES TO BE MUCH QUICKER TO CLOSE BORDERS IF AND WHEN SECOND WAVE OCCURS?

Yes, we expect that countries will react quicker to close borders or restrict movements if a significant second wave or resurgence of COVID-19 occurs in a country. Smaller outbreaks or isolated cases are not likely to result in border closures as countries increase their surveillance and contact tracing capabilities.