

# 2014 Travel Forum

Employment Department  
Auditorium

Thursday, December 04, 2014

8:30 AM – 3:30 PM



# Why use a TMC?

Travel Management Company

# Duty of Care

A TMC can assist the state in its duty of care responsibilities in these key areas:

➤ **Track and inform**

Knowing where your employees are at any given time and having ways to communicate proactively with them if a situation changes or in the event of an emergency.

➤ **Advise, assist, and evacuate**

Provide ongoing guidance, support and assistance when employees find themselves in unfamiliar and risky situations and be prepared to evacuate them when necessary.

# For the State ...

## Partners in Risk Management / Duty of Care

- TMCs bring effective communications, tracking systems and customer relations skills to bear in times of need

## Enhanced Travel Program Tools

- Up-to-date technologies, security measures, travel-related productivity tools and practices

## Productivity Improvement

- Managed travel ensures productivity where unmanaged travel ensures reduced productivity as employees are left to arrange their own travel plans outside their skill sets

## For You ...

### Access to Expertise

- Your ability to access the knowledge and skills of a trained agent team to source options and coordinate the spectra of requirements from simple to complex travel itineraries

### 24-hour Support

- In the case of last minute changes to travel plans or emergencies, you are able to access one stop service for advice and modifications to all aspects of your travel itinerary

### Increased Convenience

- Your access and ability to utilize technology tools, including an on-line booking tool, to enhance the travel reservation process

## For Both ...

### Reports

- Access to reconciliation reports and duplicate itineraries

### Unused Tickets

- The tracking and exchange of unused, non-refundable tickets

### Adherence to Policy

- Access to negotiated pricing and preferred vendors within agency guidelines

# Contact Information

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## Government Branch

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