



# SAFETY AND SECURITY SOLUTIONS: what's new?

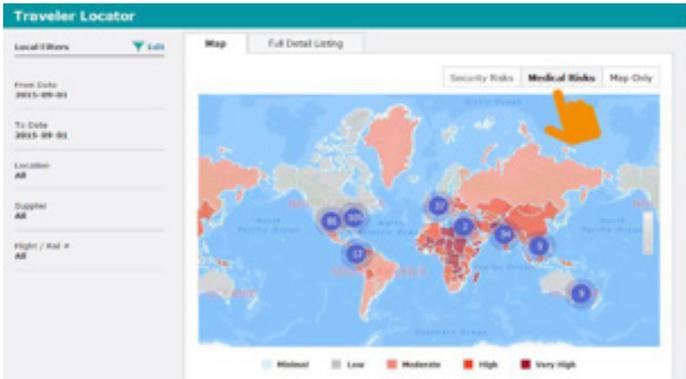
Heightened security concerns, greater awareness of traveler wellbeing and improved technology are leading to increasingly sophisticated solutions for traveler safety and security

What does this mean for travelers? More disruption certainly, with canceled flights, longer security lines and stricter border controls. But there's also an expectation for more, and better, solutions to help minimize disruption and maximize security.

Here are some examples from CWT.

**Core offering:**  
available to all clients for everyday peace of mind

Knowing where travelers are and which incidents might potentially impact them on a day to day basis is at the heart of CWT's core safety and security offering. At their finger tips, travel managers (or security officers) can have access to instant traveler tracking reports and intelligence alerts feeds. Furthermore CWT has a thorough crisis communication process with effective response and recovery procedures to assist affected travelers quickly in an emergency.



**Improved offering:**  
optional extras for additional assurance

Some companies will want to work with CWT proactively to assess the risks in certain destinations or how an incident may impact travelers. Through CWT's referral agreement, CWT can help clients implement an integrated travel risk management solution for security, intelligence and traveler tracking.



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## Other services to minimize disruption and maximize security for travelers.

Many CWT technology services and solutions are making travelers' lives easier and safer on a day-to-day basis.

- The new **CWT Trip Disruption** service monitors subscribers' itineraries for disruptions such as cancelations, missed connections, diversions and delays. Affected travelers automatically receive SMS alerts and new instructions (such as flight departure time or gate) or are contacted by a travel counselor offering alternative travel solutions. *CWT Trip Disruption* is currently available in the United States.
- The **CWT To Go™** travel app updates travelers' itinerary information on the go and sends timely alerts on flight delays, cancelations and gate changes. Destination information can also help travelers take the right precautions and find their way around safely. Other features include hotel bookings, mobile check-in, currency conversion and more. *CWT to Go* is available in English, French, German, Italian and Spanish.
- **CWT Program Messenger** can help keep travelers safe by reminding them of their company's travel policy during all step of the travel continuum. With this service, they receive (by email or SMS) tailored policy message before, during and after trips at fingertips. *CWT Program Messenger* is available in 36 countries worldwide in "Core" or "Pro" versions.