



CWT Traveler

CURRENT NEWS AFFECTING TODAY'S BUSINESS TRAVELER

August 2009

Survey

CWT Traveler wants to know

CWT Traveler would like to give readers the opportunity to weigh in on topics of relevance to travelers. Each month highlights a single survey question, and the following month reveals the results. Readers also have the option to submit potential survey questions to be highlighted in future issues of *CWT Traveler*. August's question is below, along with the link to submit a response.

When traveling for business, do you ever use public Wi-Fi networks in airports, hotel lobbies, or other public spaces?

- Yes
- No

Submit your response [here](#).

July survey results

The July survey question and results were as follows:

In response to the U.S. Department of Homeland Security's Secure Flight program, do you plan to provide your full name, date of birth and gender information when making airline reservations?

- 87% responded "Yes"
- 3% responded "No"
- 1% responded "Maybe"
- 3% responded "I'm unfamiliar with the program and its requirements"
- 6% responded "Other"

Green Tip of the Month

At home:

Use energy efficient light bulbs—such as LEDs (light-emitting diode) or compact fluorescent bulbs—where possible.

Current Events

Registered Traveler program providers suspend or cease operations

Following last month's announcement that Verified Identity Pass, Inc—the parent company of Clear—had ceased operations, other Registered Traveler program providers FLO and Vigilant reacted to the news.

The Web site for Vigilant Solutions now presents a statement that the company "has started eradicating all member collected data," but that the company is exploring possibilities at this time.

The Web site for the FLO card references the Clear announcement and includes a statement that FLO is currently "working with other participants in the industry as well as the Transportation Security Administration to analyze the implications of this announcement."

The U.S. Transportation Security Administration Web site provides frequently asked questions about the Registered Traveler program [here](#).

Sources: btonline.com, tsa.gov, flyclear.com, jax-vip.com, flocard.com

Face-to-face meetings essential for 'sealing the deal' says survey

A preliminary report issued by Harvard Business Review Analytical Services and sponsored by British Airways provides results of a global survey of 2,211 Harvard Business Review subscribers on the importance of face-to-face meetings. (Data reflect preliminary results; full report will be issued later this month.)

Here are some of the key findings:

- 52% of respondents said restrictions on the number of flights taken for business would hurt their business
- 69% reported a reduction in their travel budgets over last six months
- 57% reported their companies have placed restrictions on business travel including frequency
- 57% reported limitations on cost of airline tickets
- 51% reported limitations on cost of accommodations

Compared with electronic videoconferencing and teleconferencing methods, face-to-face meetings were considered the most effective method for conducting business with primary stakeholders. Specifically, the in-person meetings are seen as most effective for:

- Negotiations on important contracts (82%)
- Interviewing senior staff for key positions (81%)
- Understanding and listening to important customers (69%)

Bridging cultural gaps was also reported as pivotal, with 86 percent agreeing that in-person meetings are helpful when negotiating with different language and cultural backgrounds.

Of the participants in the study:

- 70% represent companies operating in several countries
- 68% make their own decisions to travel

Sources: *Harvard Business Review*, *economist.com*

Travel Tips

Traveling to Colombia

Editor's note: Global business, and subsequently, global business travel, continues to expand rapidly. In response, CWT Traveler will provide to readers each month insights and tips on traveling from North America to other countries around the world. This month's installment focuses on Colombia.

Good to know:

- While security in Colombia has improved significantly in recent years, violence by narco-terrorist groups continues to affect some rural areas as well as large cities. The potential for violence by terrorists and other criminal elements exists in all parts of the country.
- Colombians, especially those inland, are among the most formal and traditional people of Latin America. Along the coast, a more relaxed attitude prevails.
- It is strongly recommended that visitors hire a local contact to help with conducting business. This contact can conduct introductions and also airport pick ups.
- Many businesspeople in Colombia speak English; however, in most situations that have anything to do with the government, visitors will likely need to speak Spanish or have an interpreter.
- Politics, terrorism, or illegal drugs should be avoided as conversation topics.
- Colombians are a very proud people—they value their nation and its achievements. Travelers should be informed about Colombian culture, literature, and history, or, at least, show curiosity about such things.
- Colombians greet each other or foreigners with a handshake. It is also used when departing.
- Colombians take a long time with their greetings; they feel that they convey respect for the other person by doing so. North Americans shouldn't rush through the greeting, as they may appear as callous or disrespectful.
- Yawning in public is considered impolite.
- Visitors should be prepared for the cooler temperatures and the adjustment to altitude when traveling to cities such as Bogotá, which is 8,600 feet (2,600 meters) above sea level.
- Colombia is five hours behind Greenwich Mean Time (G.M.T.-5), which is the same as U.S Eastern Standard Time.

In business:

- Visitors should be on time for all business appointments. However, Colombians are not known for punctuality and may arrive at a business meeting fifteen or twenty minutes late. An apology will not be forthcoming.
- For social occasions, even foreigners are expected to be late. An appropriate arrival time would be fifteen to thirty minutes late for a party; some locals will even be a full hour late.
- In Colombia, like in many European and other South American countries, the date should be written with the day first, then the month, then the year (e.g., December 3, 2010, is written 3.12.10 or 3/12/10).
- Appointments should be scheduled at least one week before arrival in Colombia and should be arranged via phone, e-mail or registered mail.
- As the main meal of the day, lunch is a popular choice for a business meal.
- Don't be in a hurry, expect delays. To accomplish something that would generally take a few days in other countries, allocate a week in Colombia.

Sources: *travel.state.gov*, "Kiss, Bow, or Shake Hands: The Best-selling Guide to Doing Business in More Than 60 Countries," by Terri Morrison and Wayne A. Conaway. Published by Adams Media of Avon, Massachusetts.

Trip-saving—maybe life-saving—travel tips from the experts

Being "situationally aware," "vigilant," and avoiding the "top ten mistakes business executive make while traveling," are key messages being delivered by three security analysts and experts. Respectively:

Robert Sicillano, personal security expert and author of "The Safety Minute," advises, "Situational awareness is the foundation of personal security...a victim isn't responsible for the crime that happened to them, but they are in the best position to prevent it."

CNN security analyst Mike Brooks talks about the need to be "vigilant." He advises that while travelers need not be paranoid, they should be cognizant of what is going on around them—who is around and where to go if trouble happens.

Michael McCann, president of McCann Protective Services in New York, and former chief of security at the United Nations, addresses safety for business-traveling executives, identifying common mistakes they make.

Following is a compilation of some of their tips that could benefit any traveler to any destination.

Trip Preparation Tips

- For international travel, go online to *travel.state.gov* to review current situations at the destination.
- Clean out wallet/purse. Take only credit card/s needed, minimal cash, and travelers' checks when possible. Leave Social Security card, membership cards, and all other unnecessary information at

home. Carry no photos other than those of fellow travelers in case someone gets lost.

- Make copies of passport and keep a copy in luggage. Keep copies of “official” identification, including driver’s license and credit cards, at home where someone can retrieve them in case of loss or theft.
- Take current emergency contact lists of home numbers and destination numbers including the local consulate and police.
- Leave itinerary with a trusted, accessible person.
- Pack light—take only necessities. Heavy and excessive luggage says “tourist.”
- Pack laptop in a bag that does not appear to be a “computer bag.”
- If eyewear is needed, be sure to pack at least one extra pair. Getting a prescription replaced could be slow and costly.
- Take extra prescription medications in original containers for both identification and need for refill.
- Check medical insurance coverage at destination in case of emergency.

Dress Tips

- Do some research to dress like the locals and be prepared for the predicted weather—blending in is safer.
- Leave “home-country clothing” at home. National colors and flags, sports teams etc. announce you are from elsewhere.
- Leave expensive jewelry (including an expensive watch) at home.
- Carry wallet in front pocket or use a money belt to thwart pickpocket attempts.

Transportation Tips

- Avoid public transportation if traveling with more bags than you can reasonably keep track of. Opt for a cab instead.
- Be sure your ground transportation provider is part of a legitimate and respected company.
- Never stop to help another driver on the side of the road—this is a common tactic used to lure unsuspecting drivers. Keep going.
- Do everything possible to stay out of a vehicle if abduction is attempted.
- When riding on a bus, stand near the driver or an exit. If sitting, sit with back to the side of the bus to ensure a view of the people in the front and back of the bus.

Hotel Tips

- Always request a room on floors 2 through 6. The first floor is more accessible to criminals and the higher floors may be more difficult to evacuate or be rescued from in case of fire.
- Upon arrival, take note of how far your room is from a stairway.
- Only select hotels in safe areas.

Behavior Tips

- Stay focused. Stay off of all technological devices while commuting or settling into new surroundings.
- Don’t veer off on side streets or take “cutoffs”—criminals are more likely to strike in uncrowded areas. Stick to well-traveled streets.

- Make eye contact through a look of stern observation but not staring. Criminals count on the element of surprise.

The experts suggest focusing primarily on three things—body language, awareness, and intuition. They say that if the traveler appears to know what they are doing and where they are going they are a lot less likely to be targeted—even if they look like a tourist.

Sources: *cnn.com, abcnews.go.com*

Supplier News

Allergy sufferers: be prepared for pets in the cabin

Nearly all major North American airlines accept pets in aircraft cabins. One of the most recent to adopt this policy, Air Canada, last month began allowing pets onboard. For many travelers, it is not a problem sharing the cabin with pets. Allergy sufferers, on the other hand, can sometimes find this situation to be a challenge.

Airlines recommend that allergy sufferers inform agents prior to flight so they can make the appropriate preparations to increase traveler comfort. A traveler may be able to request a seat away from the pet, or change flights, if preferred. As a standard rule, pets must remain in carriers. Additionally, the cabin air is filtered, and newer aircrafts are equipped with advanced filters that capture additional particles and viruses.

Some airlines only accept cats and dogs in the cabin, whereas others allow a variety of pets such as birds, hamsters, rabbits, and guinea pigs. Restrictions do apply. For example, pet age and size, as well as kennel type are taken into consideration. The maximum number of pets allowed per aircraft ranges anywhere from two to seven pets, but typically only one checked pet is allowed per passenger. Usually pets are not accepted for flights over 12 hours. For additional information and restrictions, check the airline's pet policies.

Sources: *Toronto Star, American Airlines, United Airlines, Continental Airlines, Delta Air Lines, Northwest Airlines*

Regional

MSP to end terminal confusion with new signage

The commission that runs the Minneapolis-St. Paul International Airport recently voted to spend USD \$2.2 million on about 40 signs to clear up the confusion that causes an estimated 25,000 persons per year to go to the wrong terminal and sometimes miss flights.

The two terminals—Lindbergh and Humphrey, are three miles apart, on separate freeway exits, and signed with the terminal name only. No roads directly connect the terminals, which means it is necessary to return to the

freeway to get to the proper terminal. The Metropolitan Airport Commission (MAC) plans to address the problem by dropping from the signs the present names in favor of "Terminal 1" and "Terminal 2" and list the carriers that depart from each. (MAC officials say the terminals will continue to carry their names honoring historic Minnesota figures.)

While some locally think the cost seems too high, a MAC spokesperson explained that existing parking, concession, and advertising fees will cover the cost so that those who benefit from the new signage are the ones who will pay for it—airport users.

Sources: *msnbc.msn.com*, *startrbune.com*, *minnesota.public.radio.org*, *myfoxincities.com*, *kare11.com*

International

IATA working toward carbon neutral growth by 2020

The International Air Transport Association (IATA) announced at its 65th Annual General Meeting in Kuala Lumpur in June that it is committed to achieving carbon neutral traffic growth in 11 years. "Two years ago we set a vision to achieve carbon-neutral growth on the way to a carbon-free future. Today we have taken a major step forward by committing to a global cap on our emissions in 2020," IATA Director General and CEO Giovanni Bisignani said. After 2020, aviation will have to offset any carbon growth by purchasing credits or offsets under the plan. Bisignani is proud of the fact that airlines are the first global industry to make such a bold commitment.

Over and above this commitment, IATA has set itself two more goals. The first being achieving a 1.5 percent average annual improvement in fuel efficiency from 2009 to 2020, and the second, a 50 percent absolute reduction in carbon emissions by 2050. Bisignani expects airline CO₂ emissions to drop 7 percent in 2009 compared to 2008. The economic downturn accounts for a reduction in seat-miles equivalent to approximately 5 percent, and 2 percent is directly related to efficiency gains from IATA's strategy. "No other industry is as united. And no other industry can point to such good results and progress," said Bisignani.

The strategy behind these goals is based on a cross industry four-pillar strategy on climate change focusing on improved technology, effective operations, efficient infrastructure, and positive economic measures.

According to Bisignani, the success of this plan is contingent on governments acting effectively. He is watching for progress in areas including:

- Binding carbon emissions standards being set by the International Civil Aviation Organization (ICAO) for all new aircraft.
- Establishment of a legal and fiscal framework to support the availability of sustainable biofuels.
- Collaboration between air navigation service providers and governments to promote major infrastructure projects (such as the

Next Generation Air Transportation System [NextGen] in the United States).

Sources: www.atwonline.com, www.iata.org

Government/Legislation

DHS Secure Flight reaches milestone

As a reminder, the U.S. Department of Homeland Security (DHS) Secure Flight program will be reaching a milestone as of August 15. According to the U.S. Transportation Security Administration (TSA), Secure Flight requires that domestic aircraft operators request and collect passengers' date of birth and gender as of August 15, 2009 for their domestic flights (in addition to the previously required element of full name as shown on the government-issued identification the traveler plans to use at the airport.)

While August 15 marks a TSA milestone, CWT began implementing process changes to collect the requested Secure Flight data in June, well ahead of the TSA deadlines, to provide travelers ample time to prepare for the Secure Flight requirements.

According to the TSA, "the second stage of implementation, which is expected to begin in late 2009, will assume the watch list matching function for passengers on international flights from U.S. Customs and Border Protection and international air carriers." An overview of the Secure Flight program can be found on the [TSA Web site](#).

Sources: *Carlson Wagonlit Travel*, tsa.gov

Denver airport gets fewest security check complaints

At the request of the Denver Post, the Transportation Security Administration (TSA) released passenger-complaint statistics related to security screeners at the 10 busiest airports in the United States. Denver International, with five complaints during a 45-month timeframe during 2003 to 2006 rated the fewest; McCarran International in Las Vegas with 80 had the most.

The TSA screens approximately two million travelers nationwide a day and says about 10 percent of its received complaints are about the way screeners treat passengers.

Source: msnbc.msn.com

Technology

Be aware—and beware—of Wi-Fi fraud

Business travelers and vacationers alike are falling prey to a rising trend in crime: the cybercriminal. With the ubiquitous use of Internet search tools and email; and the offering of Wi-Fi at airports, airlines, and hotels as a standard amenity, an environment ripe for hackers has been created.

Cyber criminals are setting up fraudulent networks in all sorts of places including airports and hotels. And travelers are unknowingly connecting to fake Wi-Fi hot spots by simply logging on to the first robust network they see. They then proceed to engage in some very risky activity—checking email, bank accounts, credit card balances, and even selling stock—and in the process handing the sensitive information on their laptops over to crooks.

Even some of the “secure” networks have been shown to be not so secure—many are “secured” by an aging protocol that was cracked in 2001. Many airports, airlines, and hotels are aware of the problems and are working to tighten security.

Security experts agree that the best defense involves a variety of precautions. The computer-security giant Symantec has created a list of the following five tips that can quash many attacks.

- Don't look at important Web sites or documents in public areas.
- Use only the official access keys provided by the entity supplying the Wi-Fi. Some Wi-Fi networks look legitimate, but they will link the traveler's computer to the hacker's.
- Always assume Wi-Fi connections are being eavesdropped—never enter Social Security numbers, bank accounts, etc., when browsing on a public Wi-Fi network.
- Set Bluetooth devices to “hidden,” not to “discoverable.” Or shut off the function completely.
- Keep security software current and active.

Other helpful tips include creating a strong password, creating a dedicated email account for travel use with a unique password, and letting contacts know to use that special email address so that if the account gets hacked not much is lost.

If using a shared computer, such as those made available to the public in hotels and airports, users should try to cover their tracks by deleting the browsing history. If email must be checked, change the password as soon as possible on a secure computer.

Sources: foxnews.com, seattletimes.nwsourc.com

Industry Trends/Innovations

Driving habits can impact fuel economy

In today's world of hybrids and smart cars, it is also important for drivers to remember that not only *what* they drive, but *how* they drive can impact fuel economy.

Whether renting a car while traveling, or driving a personal vehicle, the following tips from car manufacturers, rental car companies and environmental organizations may be useful to keep in mind.

- Try to maintain a constant speed when driving, rather than pumping the accelerator. Cruise control can help.
- Drive 55 miles per hour (89 kilometers per hour) rather than 65 mph (105 kph) to save fuel. The Environmental Protection Agency estimates this can improve fuel economy by 10-15 percent.
- Avoid accelerating or braking quickly to prevent increased pollution.
- Do not leave the car idling—car engines create more pollution idling than driving. When appropriate, turn the car off instead.
- Keep tires properly inflated to reduce rolling resistance and prolong the life of the tires.
- Avoid using the heat and air conditioning when possible. But keep the windows closed if traveling more than 50 miles per hour to reduce aerodynamic drag.
- Avoid traveling during rush hour, if possible. Stop-and-go driving increases emissions and uses more gas.
- Map the route—to avoid getting lost and having to backtrack.

Sources: *budget.com, ford.com, carbonfund.org*

Airlines make 'green' efforts

While it may be a challenging time for the airline industry, airlines and aviation groups are continuing to focus on the goal of becoming more environmentally friendly. In recent years, airlines have tested new means of flying and landing in an effort to make flights more fuel efficient. The continuous descent approach, one tactic promoted by the Asia and South Pacific Initiative to Reduce Emissions (ASPIRE) for example, is reported to save fuel and reduce carbon emissions through the practice of controlled gliding techniques upon descent. Japan Airlines Group (JAL) uses this and other flight and routing techniques, and is forecasting a significant reduction in fuel usage and related carbon emissions.

In the United States, the Next Generation Air Transportation System (NextGen) relies on the partnership of numerous organizations (including the Federal Aviation Administration [FAA], U.S. airports, and the Department of Homeland Security) working with 21st century technology to ensure future environmental needs are met. While safety and efficiency are key goals of NextGen, environmental initiatives also play a big role. In relation to NextGen, the FAA has entered into an agreement with the Alliance for Sustainable Air Transportation to lower carbon footprints. The FAA also established the Commercial Alternative Aviation Fuels Initiative (CAAFI). CAAFI is an alliance between airlines, manufacturers, airports,

petroleum firms, and other federal agencies to increase the use of alternative fuels for commercial aviation.

Sources: www.atwonline.com, www.faa.gov