



# Covid-19 Response

A six month review

# Six month COVID-19 review

September 2020

## Introduction

Since the start of 2020, COVID-19 has evolved from a cluster of infections in Wuhan, China, to a global pandemic that has brought international travel to a standstill, pushed healthcare systems to the verge of collapse and dragged the global economy into a recession. All the while, Riskline's coverage of COVID-19 has evolved to keep up with rapidly changing health, security and travel environments around the world.

Riskline has closely tracked developments associated with the SARS-CoV-2 virus — the cause of the novel coronavirus 2019 disease (COVID-19) pandemic — since late 2019 and communicated real-time intelligence to our clients and partners via Alert messages, Travel Advisories, Special Reports, Informer articles and the COVID-19 microsite and public maps.

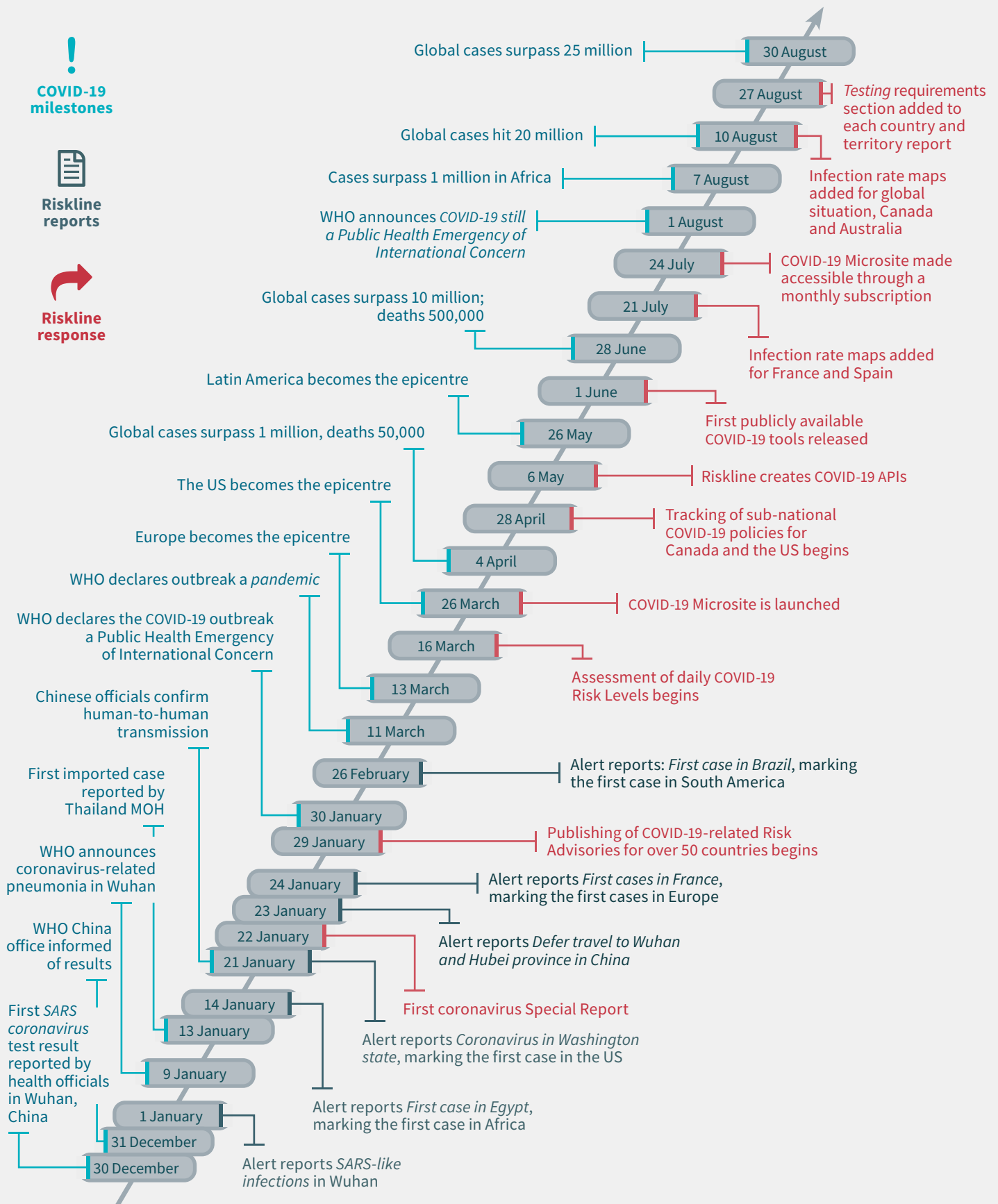
Our global team of analysts has a long and successful history of remote work and, as such, it has very much been “business as usual” in our virtual office. We provided continuous 24/7 intelligence on global developments throughout even the most chaotic and disruptive times of the pandemic. Our dedicated team of analysts and software developers put in long hours to deliver non-stop COVID-19 intelligence and new reports and products, all while maintaining our existing services.

The need for immediate access to reliable, 24/7 risk intelligence has never been greater than in the midst of this pandemic. COVID-19 added a new concern to the overall risk profile of travellers and the unprecedented challenges of the pandemic have forced corporations into uncharted waters. Virtually no industry has been immune. The slew of new health and safety protocols, restrictions and associated risks have tested the ability of corporations to address their risk management needs, so much so that in the past few months we've seen Duty of Care no longer an optional add-on, but an essential part of any travel programme. As travel risk content becomes an integral part of the pre-booking, pre-trip and during travel phases of the journey we are here to support all organisations navigate these challenges and the difficult decisions ahead.

Other ways in which we're giving businesses a helping hand through this crisis is with our COVID-19 tool kit, including the [COVID-19 microsite](#) by subscription and free [public maps](#), all designed to enable companies to get their travel plans back on track.

# COVID-19 pandemic timeline

The following timeline presents the major milestones during the COVID-19 pandemic.



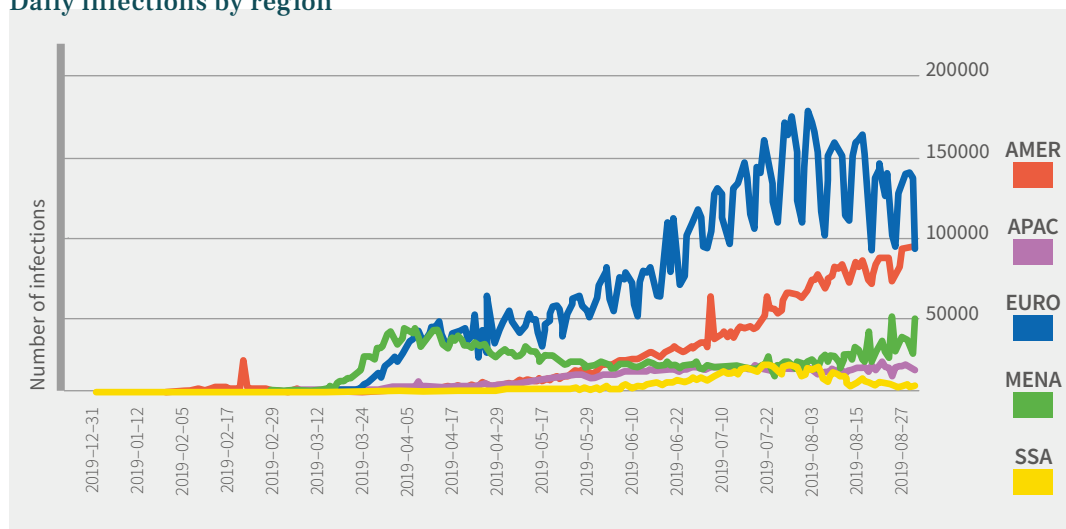


# The impact of COVID-19

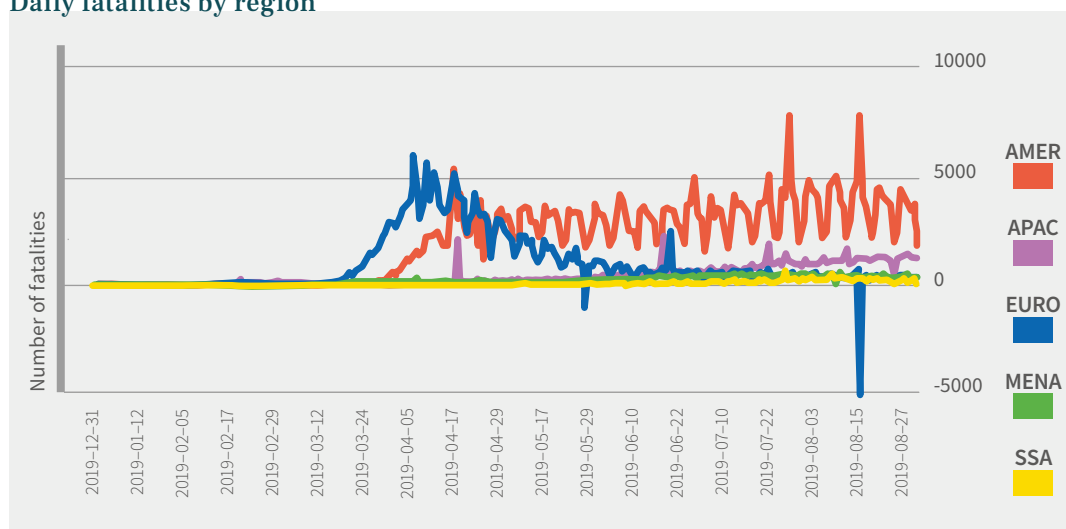
The following charts depict the daily COVID-19 infections and fatalities as reported in the [Our World in Data](#) by the University of Oxford and the Global Change Data Lab, across the Riskline assessed regions. Infections in the worst-affected Americas region (AMER) peaked in late July, while the number of fatalities still remains high as of August. Asia and the Pacific (APAC) experienced an early peak in infections in February, while both infections and fatalities have been steadily increasing since May. Europe (EURO) first peaked from late March to early April, and a second wave of infections appears to have begun in August. Daily infections have maintained more or less steady since early May in the Middle East and North Africa (MENA), while in Sub-Saharan Africa (SSA), the infections peaked in July.

**Note:** Negative fatality figures were reported by Spain on 25 May and by the United Kingdom on 14 August, as the countries revised their fatality tolls.

## Daily infections by region



## Daily fatalities by region



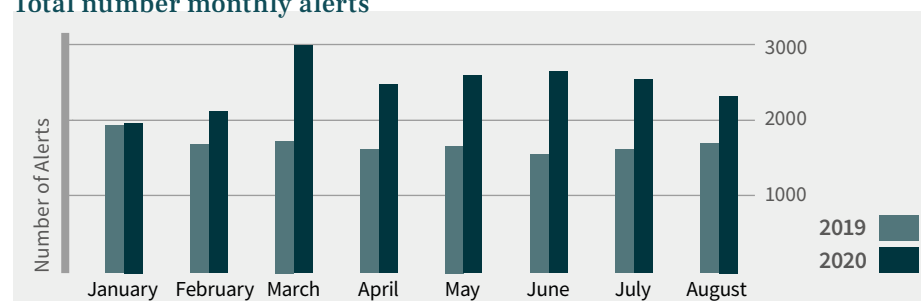
# Alert Messaging



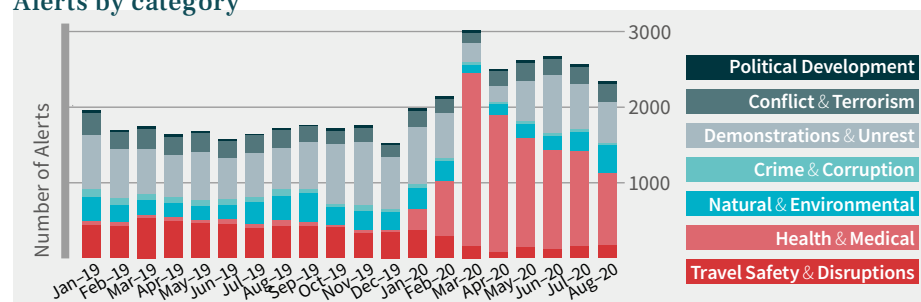
Riskline Alert messaging operates 24/7/365. Each Alerts contains essential intelligence, practical advice and precise geographic data about risks to traveller safety or impacts on travel plans.

During the first eight months of 2020, we sent out a total of 18,740 Alerts (4,625 more than during the same period in 2019). We sent at least one Alerts for each of the 225 countries and territories covered by Riskline during this period. By categories, the number of Health and Medical related Alerts increased significantly from January 2020 onwards, while Demonstrations and Unrest related Alerts decreased particularly in March and April due to global restrictions related to the pandemic.

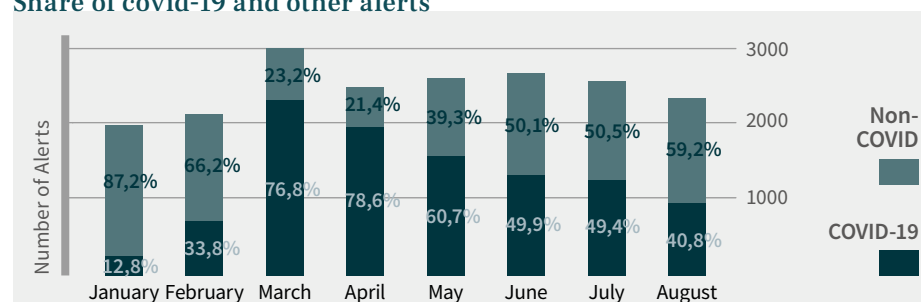
## Total number monthly alerts



## Alerts by category

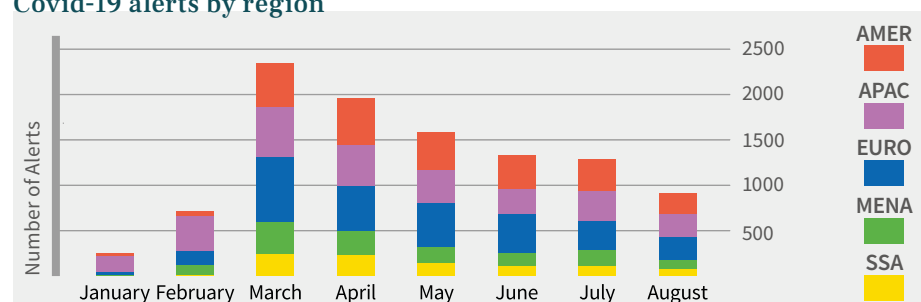


## Share of covid-19 and other alerts



Of the more than 18,740 Alerts we sent from January – August, 9,885 were related to the COVID-19 pandemic. This represents 53.5 % of all Alerts during that period.

## Covid-19 alerts by region



March was the busiest month for COVID-19 related Alerts in all regions, except the Americas which peaked in April. Over 2,300 COVID-19 related Alerts were sent out in March, representing over 75 % of total Alerts during that month.

# Advisories



Risk Advisories are detailed assessments of ongoing security situations and travel issues. We publish reports for high-risk geographic areas, political and security crises, persisting travel disruptions and major upcoming events, such as elections and international sporting competitions.

From 29 January, we began publishing COVID-19 related Risk Advisories for over 50 countries, which were regularly updated based on epidemiological conditions and travel restrictions. In early April, we consolidated all COVID-19 related Advisories in the COVID-19 Special Report.

# Special Report

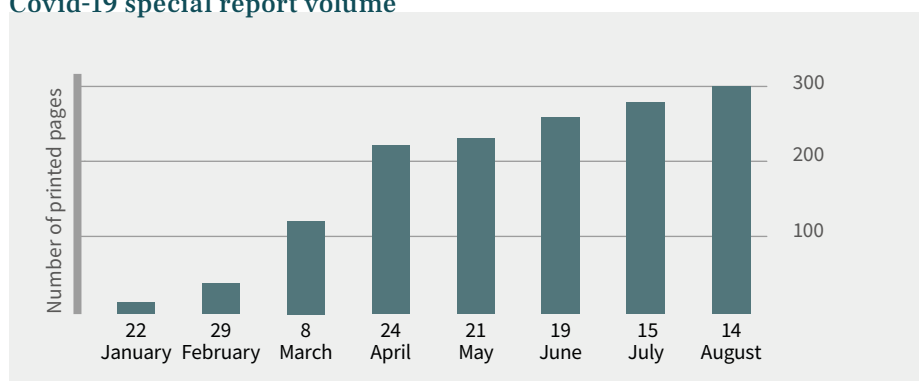


Special Reports are in-depth assessments of ongoing security situations and travel issues. We publish reports for high-risk geographic areas, political and security crises and persisting travel disruptions, such as international disease outbreaks and weather related disruptions.

The COVID-19 Special Report was first published on 22 January to provide an in-depth report on the outbreak in China and nearby countries. By April, this report combined all existing COVID-19 related reports in one place. Updated daily, the Special Report now provides COVID-19 risk assessments and travel restrictions for all 225 countries or territories assessed by Riskline.

Several media outlets, including the [International Travel & Health Insurance Journal \(ITIJ\)](#), have used our public-facing report, which was available from January through June, as their go-to source for the pandemic.

## Covid-19 special report volume



## Microsite

Our dedicated COVID-19 microsite was launched on 26 March to bring together all of Riskline's coronavirus coverage and reports into a single "one-stop shop" for Riskline clients. The microsite features all the information contained in the COVID-19 Special Report, as well as interactive global and regional maps, assessments of over 250 cities, real-time COVID-19 related Alerts and detailed country reports, including restrictions on travel, internal movement controls, curfews and other security risks associated with the pandemic.

While many countries have nationwide policies in place — with some exceptional policies for large cities or hard-hit regions — many of our clients reside in countries that have a 'patchwork' of dozens of individual orders and measures, which we have tracked since 28 April. For each of these sub-national regions, we provide critical travel and security information, such as whether quarantine on arrival is necessary.

## Subscription platform

On 24 July, we made our COVID-19 microsite accessible to everyone with an easy monthly subscription plan. The new subscription platform delivers the intelligence needed before and during any trip. The platform includes an Interactive global map which quickly communicates COVID-19 infections and travel restriction intelligence; State and provincial-level maps of travel restrictions and/or infection levels: USA, Canada, France, Spain, Australia; Real-time COVID-19 related travel Alerts; 225 COVID-19 Country Reports; 250 City Risk Levels; COVID-19 Travel and safety Report and other useful information and resources.

## API



Everything we do at Riskline is available through APIs. API stands for Application Programming Interface; it is a software intermediary that allows two applications to talk to each other. We push new and updated reports to our clients as they happen, so they always have the latest in their system.

Since 6 May, Riskline has provided two COVID-19 API integrations (PUSH and PULL), and both including country-level, region-level and city-level information. Alongside delivering solutions for large-scale companies to respond to their duty of care needs, we are also focused on supporting start-ups, offering them free, test access to our APIs.

# COVID-19 Travel and Safety Report

In May we published the first edition of our COVID-19 Travel and Safety Report: [Navigating Travel in a Post-Pandemic World](#). The report highlighted some of the new regulations and health guidance that had been implemented as a result of the pandemic and those that were planned. The document was later incorporated into our COVID-19 Microsite and has since been updated on a monthly basis, ensuring travellers have access to the latest information and advice on what to expect while travelling.

## Publicly available tools

On 1 June, we began releasing publicly available tools related to our COVID-19 coverage through our [corporate website](#). These maps quickly communicate COVID-19 infection and travel restriction intelligence at the national and regional level for Australia, Canada, France, Spain and the United States. The regional maps show down to the state and province level whether domestic travel and business activity is possible or not. These digital maps are free to use and available for everyone and can be embedded on a website or in an app.

## Informer



The Riskline Informer is a series of analytical or industry related pieces interpreting and forecasting key political, security and social issues affecting global affairs.

Since the start of the virus's outbreak we wrote over 30 Informer articles pertaining to the pandemic, including a new Dispatches from the Pandemic series focused on unique personal accounts of life under lockdown. Unsurprisingly, our top three most read articles during the second quarter of 2020 were all related to COVID-19:

- 1 [Imagining travel in a post-coronavirus world.](#)
- 2 [Five countries on their way to improve from covid-19.](#)
- 3 [Why you still need travel risk intelligence even when the world stops travelling.](#)



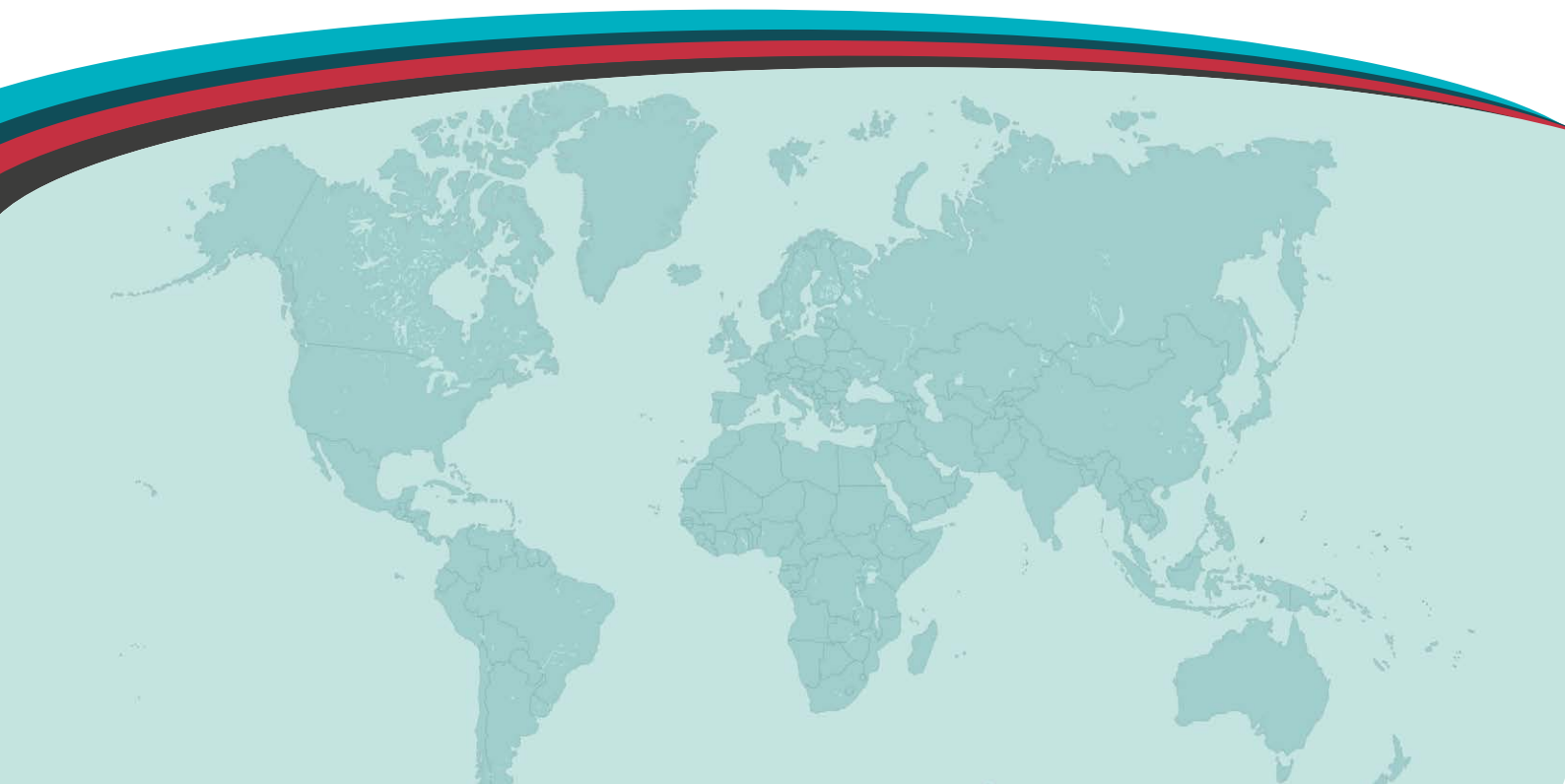
## Public outreach

The COVID-19 pandemic has affected all of us, not just our partners and clients. As a world-class travel risk intelligence company, it was part of our own duty of care to assist the greater travelling community in the best way we knew how – through education on the importance of duty of care.

On 15 April, we co-hosted a webinar with [Human Risks](#), a risk management company, on how to ensure duty of care and support your staff during [the new normal](#). Similarly, we joined one of our strategic partner Amadeus, on a webinar discussing how to [navigate duty of care challenges](#) amidst a global pandemic.

In July, we brought our best practices to Incentive Live! and hosted an education session on the [New Science of Travel](#) and to the 5th annual Global Travel Risk Summit to discuss how to [confront misinformation during Covid-19](#).

In show of support to our long-term partner American Express Global Business Travel (AMEX GBT), we helped to power their [Travel Vitals](#) tool with our COVID-19 API. Aimed at keeping travellers informed, amid evolving travel guidance and government requirements, Travel Vitals allows users to search across different components of a trip for information and advisories.



# Let's get your travel plans back on track!

Riskline is a world-class travel risk intelligence company. We provide real-time alert messaging, country and city risk assessments and COVID-19 intelligence to fulfil duty of care requirements before and during travel, through a web portal and APIs.

Trusted by global travel management companies, small businesses and everyone in between, we build reliable travel risk solutions tailored to specific needs.

In business since 2007, Riskline is a privately owned company operating 24/7 with a geographically-distributed team in more than 15 countries and across 11 different time zones.

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If your Duty of Care doesn't stop where COVID-19 ends, contact us to schedule a demo.

