

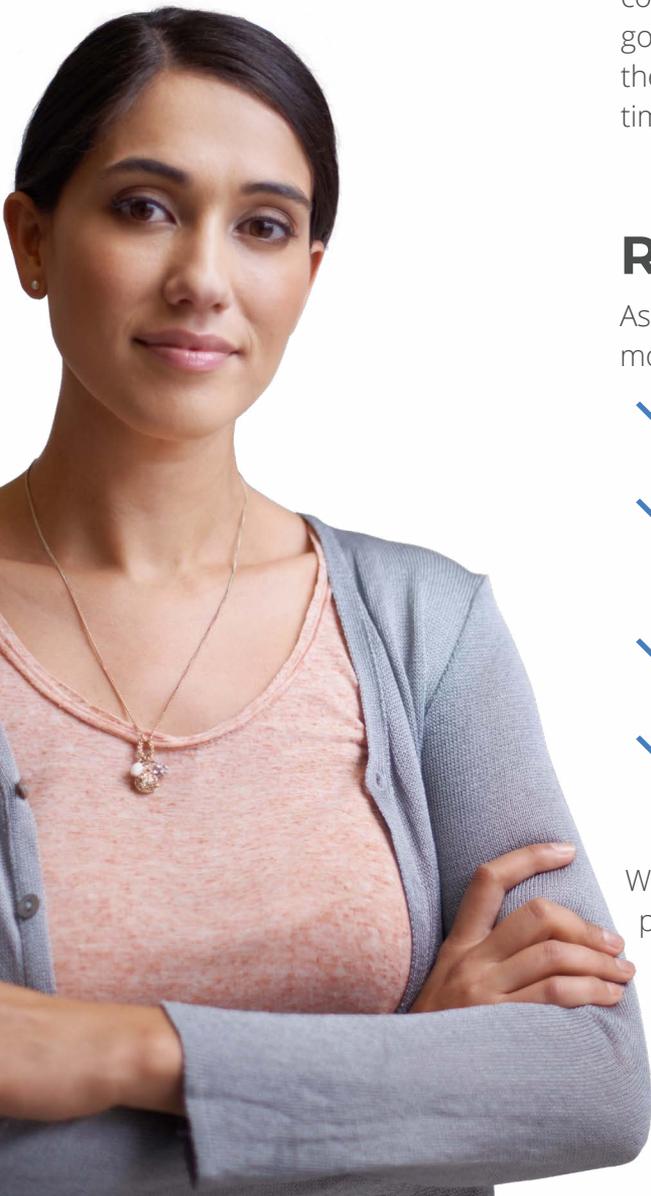
# BCD Travel charters flight to repatriate Halliburton employees to Brazil during COVID-19 and saves client US\$28,000

BCD'S KNOWLEDGE OF THE BRAZIL MARKET AND CLIENT-FOCUSED DEDICATION ENABLED 15 TRAVELERS TO RETURN HOME SAFELY WITHIN TWO DAYS OF THE CHARTER FLIGHT BEING CONFIRMED AND REALIZED SIGNIFICANT SAVINGS FOR THE COMPANY.



**BCD did a tremendous job, showing the added value a trusted partner brings. They proactively got us a better charter deal, resulting in considerable savings for our company, and took care of bringing our travelers back home safely.**

— **Rosibel Chang,**  
Halliburton's Regional  
Travel Manager for Latin  
America



## Challenge

Halliburton is one of the world's largest service providers to the energy industry. In early June 2020, due to COVID-19, the company decided to repatriate its expatriate employees and their families from Trinidad and Tobago to Brazil. Because of the pandemic, the authorities had closed borders and there were no commercial flights available at the time. This posed a challenge to get the 15 affected people home.

## Approach

Faced with limited options, our client decided to charter a flight to repatriate the employees and their family members. They asked BCD Travel Brazil to contact a charter vendor, who quoted a price of \$US97,000 to Wagner Martins, National Program Manager for BCD Travel Brazil. Despite lengthy negotiations, the client and the vendor couldn't come to an agreement on the payment terms.

With BCD's deep knowledge of the Brazil market, Wagner knew he could get a competitive offer and persuaded the client to let him help. Wagner found another charter vendor that offered a price lower by \$28,000 and aligned with the client's billing requirements. BCD helped broker the deal between both parties and, with the new price factored in, the client's stakeholders expedited their internal approval process.

After a long application process, the Trinidad and Tobago Ministry of Foreign Affairs and the Ministry of National Security approved the charter flight, which was subsequently scheduled for early August.

During the application process, the client learned that four employees from a competing oilfield services company also needed repatriation to Brazil. As Halliburton firmly believes in pulling together in times of crisis, the company invited the four travelers to join their charter flight.

"We know this is a stressful situation for everyone; we simply couldn't leave the additional passengers in the lurch," said Rosibel Chang, Halliburton's Regional Travel Manager for Latin America.

As the travelers live in different cities within Brazil, they also needed connecting flights for the day after their return. The lengthy government authorization process meant that BCD only received the charter confirmation the day before departure, leaving very little time to arrange hotel reservations, transfers, and connecting flights.

## Result

As soon as the charter flight was confirmed, BCD's operations team moved fast to take care of all other trip segments:

- ✓ They secured 10 hotel rooms for the following day to accommodate the traveling families.
- ✓ They arranged a return shuttle from Viracopos International Airport to the hotel for all travelers (and their vast amount of luggage) and back next day.
- ✓ They booked 15 air tickets for connecting flights to Rio, Salvador and Natal.
- ✓ As this took place over the weekend, BCD's T24 service desk also made sure that one mother and her three children got the additional shuttle they needed from Salvador to Catú City.

Wagner commented: "Last-minute changes, strict approval processes, specific billing requirements and multiple destinations reflect the very real complexities of travel in the Energy, Resources and Marine (ERM) sector. ERM travel needs flexible support, and that's what we give. This repatriation project also demonstrates our "can do" attitude to solve any challenges we come across."