



# Navigating crisis

Supporting disaster relief efforts



Our client is a non-profit humanitarian organization that provides emergency assistance, disaster relief, and disaster preparedness education in the United States.



They required an efficient 24/7 travel management solution for rapid disaster response, including coordinating last-minute travel, lodging, and logistics for volunteers and staff.



CWT partnered with them to streamline corporate and disaster travel, establishing a dedicated team, automation, and specialized training for fast, accurate service.

Find out what we did



# 51

The number of disasters  
the CWT team handled in  
2024



# 9,537

Tickets booked for  
volunteer and staff travel to  
disaster-hit areas



# #1

## Activation & co-ordination

Upon activation by the client, the team created a travel request ("star") for each disaster. Volunteer travel was booked by CWT travel counselors who used a structured script to ensure accuracy.



# #2

## Automation & approval

An automated approval process, using the client's SFP file, verified authorized travelers. Manual approvals were required for high-cost reservations to maintain budget control, and for exceptions and ad-hoc situations, demonstrating the flexibility to work outside of defined processes.





# #3

## Special programs

For major disasters like the Maui fires, specialized programs were developed to support victims and families, including travel, lodging, and transportation for next of kin. The success of this program meant that it was rolled out to other disasters.



# #4

## Training & support

A core team managed disaster-related travel, with additional trained helpers available during peak periods, with bespoke training for counselors handling volunteer travel.



# #5

## Feedback & recognition

The team received positive traveler feedback and was recognized on the client's customer heroes platform, emphasizing the emotional and operational impact of their work.



“

You are courteous, efficient, quick to respond, and you understand that non-profits are looking for the best price with reasonable routings/layovers. I don't have to explain this or give instructions, you just "know" and do what is best! I can trust that when I get my quote back for a ticket, you have looked at the possibilities and chosen what fits with the organization's rules and what is the best price.”

**A volunteer for the global non-profit humanitarian organization**



This partnership showcases the dedication and efficiency of CWT's team in supporting the client's critical humanitarian mission, ensuring that help reaches those in need swiftly and effectively.



“

The work can be challenging at times, but seeing the bigger picture makes it incredibly rewarding. I may not be on the ground, but I play a vital role in getting the right people where they're needed so they can carry out the client's humanitarian mission during disasters."

**Michael Vigil**  
CWT Team Leader



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