

FUELING THE WORLD IN THE MIDST OF A PANDEMIC

Considered the biggest sector in the world in terms of dollar value, the energy sector is an unstoppable force even in the midst of a pandemic.

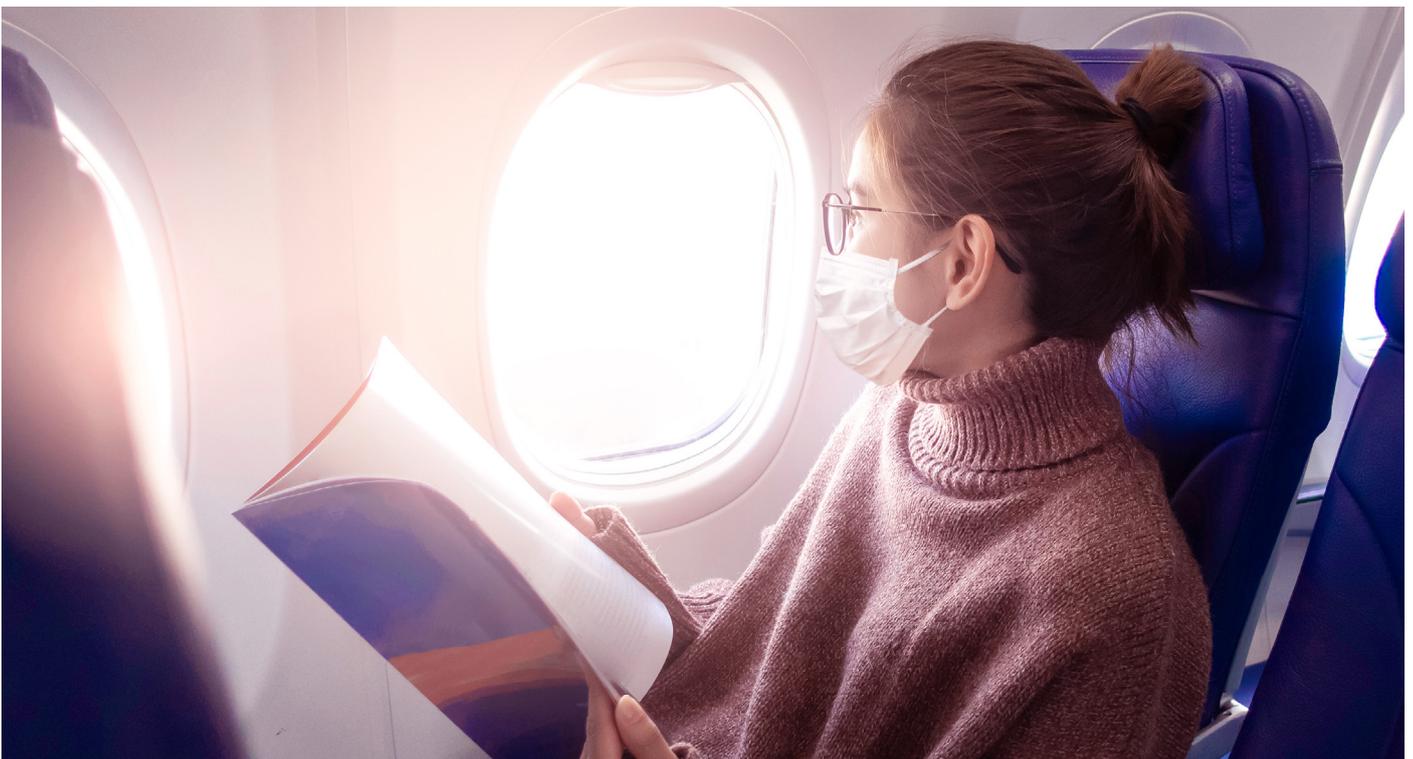
We caught up with Angela Harris, one of Reed & Mackay's highly skilled Business Travel Consultants on the complexities of booking for the oil and gas sector.

What is so unique about booking for oil and gas companies?

“In the last year and continuing into 2021, there have been many hurdles for business travellers in the energy sector. With oil and gas all over the world, monthly rotators would normally travel to maintain production in the various oil fields, their normal working year would be a one month on, one month off rotation, however, with COVID-19 restrictions, some have had to stay much longer. From countries closing borders to restrictions placed on non-EU nationals to enter or transit, it has been a challenge for both clients and Reed & Mackay.

From the very start of the pandemic there have been changes for travellers, bookers and travel agents alike, and an A-to-B journey is not as easy as it would have been pre-COVID-19. With obstacles such as travel restrictions, entry restrictions and embassy closures - it has given us no option but to adapt to a new way of business travel.

Despite all of this, the industry has continued to keep up with global demand, and we have been there to get them where they need to be.”



We had the honour of speaking with Nikki Bland, a travel expert in the oil and gas industry. She explains how COVID-19 has impacted travel for the sector and how we worked together to overcome the issues as a result.

Tell us a little about yourself and how travel is important to the oil and gas sector?

“Throughout my 12 years in the industry, travel has been incredibly busy for us. It was quite a shock to the system when travel almost completely stopped due to the pandemic, which was just unheard of. We are an oil and gas operator, so we still needed to get our key and rotational travellers to our key locations so that we could keep operating our assets. We managed this with a combination of charter and commercial flights with the support of R&M. We also had a number of people overseas who needed to get back to their home locations, which meant a lot of repatriation flights too!”

How has R&M supported you during the pandemic?

“As an oil & gas operator, we still had a need to travel through this pandemic albeit at a reduced level. We knew immediately that we were in good hands with R&M and our ability to get our key people to our key locations, whilst getting our people back home would still be a priority. We have chartered aircrafts for a couple of projects throughout 2020/2021 and R&M has been instrumental in making sure we have all of the arrangements around the charter flights in order, so that we can get our passengers from A-to-B. We don't shy away from a challenge nor do we like to give up and luckily R&M share that sentiment too which makes us a good team.”



What do you appreciate most about the relationship you have with R&M?

“R&M has felt like an extension of our own internal team since we came on board in 2019. We have brilliant relationships with our team in Aberdeen and these have grown further through the pandemic. We genuinely would have struggled throughout this pandemic if we didn't have the consistency and knowledge of our team and we are very grateful to them for supporting us so well.”

What have been the main differences, if any, to your travel requirements during COVID-19?

“There is no such thing as a quick and easy booking anymore. There are many requirements/restrictions that need to be checked and communicated to our travellers before we could even think about issuing a ticket. We are still booking travel to the same places, it's just there is a lot more thought that goes into each booking now! R&M has been brilliant at staying on top of the ever changing restrictions/requirements which has been a great help for us. And in turn, if we have any information about the locations we travel to we will share with R&M so it can be shared with other clients who may benefit from it.”

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