

clyde travel management

Manage costs. Achieve visibility.

Rethinking marine and offshore travel for United Offshore Support.





What's inside

Marine and offshore travel is about more than logistics. It's about balancing crew welfare with cost control and efficiency.

This guide explores how a clear, standardised approach to travel can help United Offshore Support (UOS) reduce costs, save time, and support growth.

What you'll take away:

- | Why crew care and commercial outcomes go hand in hand
- | How to build resilience into your travel programme
- | What care really looks like for both crews and those supporting them
- | Practical ways to improve operations without increasing risk
- | First-hand insights from Clyde Travel Management's operational leadership



For decades, maritime and offshore travel has been the backbone of global operations, demanding not just logistics, but foresight, resilience, and deep sector understanding.

From personnel navigating remote locations to the teams overseeing budgets, compliance, and crew welfare, every successful journey depends on more than just getting from A to B.

Today, effective travel management means aligning care with commercial outcomes. That includes safeguarding well-being, controlling costs, and ensuring full operational readiness.

Clyde helps UOS achieve a simpler approach to travel with a dedicated team and integrated management system all delivered from our global offices and hub in Aberdeen, ensuring confidence and care throughout every journey. Care, in this context, extends across the entire travel chain. From crew members boarding flights to logistics coordinators planning rotations and finance teams reconciling costs, every part of the process benefits from a strategy grounded in accuracy, empathy, and operational control.



Putting people at the heart of travel

Marine and offshore travel isn't just a journey, it's often the beginning of a long stretch away from home, or the long-awaited return after months at sea. It's a moment that carries real emotional weight.

That's why a well-managed travel programme must deliver more than efficiency. It must provide a human-centric experience that balances operational needs with personal realities.

Marine crew travel isn't standardised. Routes change, visas vary, anything can happen. Disruptions can impact dozens of travellers, not just one. In these moments, the difference lies in how your travel partner responds.

During the COVID crisis, some providers faltered. Others adapted. In Clyde's case, the team was chartering hotels, coordinating takeaways for stranded seafarers in Dunkirk, and pioneering new transfer hubs in places like Gibraltar — all while offering 24/7 personal support.

These aren't stories of heroics. They're just examples of what "care" looks like in practice.

That means:

- | Seamless booking platforms for travel managers
- | Policy-compliant, flexible fares
- | Transparent reporting for finance teams
- | Empathetic, responsive support for travellers themselves



Balancing costs without compromising care

Our reality is that travel teams must now deliver cost control and commercial value, all without sacrificing the experience of the traveller.

Rising fares, volatile schedules, and operational constraints all place pressure on margins. But cutting corners isn't sustainable. Crew welfare is not a soft metric; it directly impacts performance, retention, and safety.

For those getting it right, the benefits are immediate. One Clyde client, a global marine operator, reduced fare overspend by integrating their crew management software directly with Clyde's booking platform. This eliminated manual inputs and surfaced policy exceptions in real time. It's a clear example of how aligning systems through the right travel partner can unlock both financial control and operational clarity.

Beyond integration, operational resilience is also built through how travel programmes are onboarded, governed, and refined. Clear SLAs, proactive onboarding frameworks, and real-time reporting dashboards allow teams to track compliance, monitor traveller behaviour, and identify risks before they escalate. When these mechanisms are in place, travel management becomes not just more efficient, but more predictable — even in uncertain conditions.

This kind of joined-up thinking is the baseline.

Forward-thinking operators are rebalancing how they think about cost and care:

- | Using real-time data and predictive analytics to optimise routes
- | Leveraging flexible marine fares to reduce financial risk from last-minute changes
- | Equipping finance teams with automated reconciliation tools to improve visibility and control



Navigating challenges with operational excellence

Missed connections, rejected visas, and unexpected port closures are more than just inconveniences. They can mean delays, downtime, and spiralling costs.

That's why today's travel strategies must be built to anticipate, not just react. From regulatory changes to geopolitical instability, marine operators face a uniquely volatile environment.

In recent years, we've seen how quickly operational excellence can become a competitive advantage. The teams that plan for "what if" are the ones who stay moving when others stall.

Effective travel programmes require:

- | Real-time risk monitoring
- | Escalation frameworks that move fast when disruption hits
- | Partner networks that understand the industry's pace and pressure





A duty to care for all

Marine and offshore travel doesn't just affect travellers.

It places responsibility on the planners, bookers, and budget holders behind every itinerary — from travel managers navigating policy complexity, to finance teams trying to maintain cost control, to operations leaders aligning movement with readiness.

Their decisions underpin the safety, efficiency, and performance of every journey, and they carry just as much pressure as the crew they support.

That's why the best travel programmes now include:

- | Integration with crew management systems like Compas
- | Flexible fare options including marine, offshore, and NDC-enabled content
- | Dedicated support teams who understand marine-specific pressures
- | Real-time reporting tools and cost-control dashboards
- | Multi-currency billing and 24/7 global coverage

This isn't about "tech for tech's sake." It's about making life easier for the people who carry the pressure, so they can focus on what matters most.

Why care matters now more than ever

“Seafarers now expect more personalised and empathetic services, and the industry must rise to meet these expectations.”

PAUL CRONJÉ, MANAGING DIRECTOR OF CLYDE TRAVEL MANAGEMENT, HIGHLIGHTED IN A 2024 'IN FOCUS' DISCUSSION FOR SEAFARER MARITIME NEWS

Marine and offshore travel brings daily challenges; from tight schedules to growing cost pressures. For UOS, efficiency, clarity, and trusted support are key to keeping operations on track and crew happy.

Decision-makers need smarter, more adaptable travel solutions that bring visibility, control, and consistency to every journey. Clyde delivers that through proactive support, built on marine expertise and designed for real-world operations.

Whether it's simplifying the booking process, managing last minute crew changes or providing a 24/7 support team, every detail plays a role in keeping operations running smoothly.

Genuine, empathetic care is no longer a 'nice to have', it's essential. What's more, it must extend to everyone involved in the journey: bookers navigating policy systems, travel managers fielding last-minute changes, and finance teams monitoring spend. By embedding resilience into travel strategies and prioritising traveller well-being at every stage, businesses can ensure continuity, compliance, and confidence in every journey.



Care to talk?

Behind every UOS travel itinerary is a person, and marine and offshore travel must be built around their needs, not just the logistics. Keeping every traveller safe, supported, and on schedule demands a commitment to care at every stage.

At Clyde, we've spent over 30 years moving seafarers to and from vessels across the globe. We've seen the industry evolve. We've helped shape that evolution through empathy, expertise, and the kind of operational discipline that doesn't compromise.

If you're ready to reimagine UOS's travel programme with care built in from the start, we're ready to help.

Call us today on +44 (0)141 427 9410

Or contact us [here](#)