

How Strong is Your Duty of Care Program?

There have been many articles written and recommendations made about Duty of Care and Risk Management, but what really matters is how your company has addressed its obligation and what processes have been put in place to immediately respond to an emergency of any proportion.

When managing risk, some of the questions that should be easily answered are:

- What happens if there is a crisis when and where my associates are traveling?
 - Do you know who is potentially impacted? Who is the primary stakeholder likely to have this information and how comprehensive is the data?
 - Do you know the hotel where they are staying, or just the city?
 - Do you have mobile phone numbers for every associate stored in a primary location? Is this information synched to the data identifying travelers impacted?
- When traveling internationally, will my associates have local emergency contact information readily available to him/her?
 - Will they know how to find their embassy, hospital, or hotel?
- Do I have a way of determining the associate's last known location?
- What if a language barrier puts my associates in harm's way?

The Traveler's Perception:

The Global Business Travel Association (GBTA) did a survey of U.S. and U.K. business travelers and their perception of their companies' travel policies.

- 80% think their company has a legal obligation to ensure their safety while traveling abroad on business
- 54% carry no specific contact phone number for use in a crisis abroad
- 52% would consider legal action if they were not supported properly
- 46% work for firms with no clear travel security policies
- 36% have little confidence that their firm would provide correct information during overseas emergencies
- 22% have no idea who to alert in case of an emergency

Whether real or perceived, the traveler's views matter, and it is the corporation's obligation to ensure your travelers understand what programs and processes you do have in place, what opportunities are available to them when traveling whether domestically or abroad, and what they can do in advance of their travel to ensure their contact information is absolutely up to date and accurately stored.

Stakeholders:

When reviewing the Duty of Care program, every company will have its own processes. But one area that is the same for all is the need for an agreed upon group of stakeholders who are ready to implement whatever response is required. Some of the recommendations offered (in no particular order) include:

- Human Resources
- Security
- Risk Management/IT
- Senior or Executive Management
- Travel

Travel Incorporated – Delivering to Improve Your Duty of Care Program

Safety and security is at the heart of what Travel Incorporated delivers when developing new technology and tools for you and your travelers. TI has an extensive line of proprietary technology ready to aid these travelers in any way. TI currently offers PeopleTrack Assist and WatchGuard. TI's consultants know where its clients' travelers are at all times. If there is a weather or terrorist event, Travel Incorporated receives the information first and notifies the travel manager who they have in the affected area. TI's in-house consultants are available to travelers 24/7/365.

This quarter, TI is delivering four new products intended to increase traveler adoption of your travel policy, increase compliance, and make it easy to be in touch in the event of any travel disruption. Please contact your TI Account Manager for further details.