

# Travel risk management

Your 5-Step Essential Guide



Don't forget what's lurking under the surface

# Travel risk management

Continued



**When your employees travel for business, their safety is of the utmost importance. And so, before they even think about heading off on their journeys, both you and your travellers must be aware of the risks involved.**

While it's easy to catastrophise and let terrorist attacks and natural disasters spring to mind, those events are thankfully rare. What's more likely are the low risk, high frequency events such as traffic incidences, stomach upsets, flight cancellations, minor accidents, or losing a passport or wallet.

Therefore, for the peace of mind of all concerned, and to support your duty of care policy, it helps to prioritise your risks according to severity and frequency.

**Here are five steps to help get you started:**

## **1.** Create a robust travel policy

The first step to creating an effective travel risk management strategy to support your duty of care obligations is to determine your company's risk tolerance level.

For example, are you sending engineers or aid workers to high frequency, high risk areas?

Or do your employees travel to areas with lower frequency risks?

## **2.** Book through a single travel management company (TMC)

Ensuring that your travellers follow your travel policy and comply with your agreed booking channels will make it much easier to access their booking data and locate them in the case of an emergency. Booking all your business travel through a single TMC will make this process even quicker, and much easier than running multiple reports from different providers.

Your TMC should also be able to support your travellers with access to visa, passport and immigration services and travel insurance, plus health advice around recommended vaccinations and disease prevention. They should also have a traveller tracking solution in place to enable you to quickly locate your travellers, wherever they are in the world.



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## 3. Communicate your risk management strategy to your staff

It's important to ensure the safety of your staff whether they are working at home or travelling for business. Regularly communicating your risk management strategy and duty of care policy to your staff will make them feel more supported and valued at work. It will also help them to understand the benefit of booking through your preferred TMC.

If your travellers are booking out of policy it's worth addressing this promptly. Emphasise to them that it's in their best interests, not only because in the event of an emergency your TMC can locate their itinerary data, but also because many TMCs offer a 24/7 emergency assistance line, giving your traveller just one number to ring if they need to make last-minute changes to their booking.

You could even help your travellers to stay on track through gamification. Publicly praise your top travellers for staying in policy and call out the travellers booking out of policy. You could even incentivise top performers with rewards, such as one upgradeable flight for the next 12 months, for example.



## 4. Test your crisis response

Once you've decided on your travel risk management policy, it's wise to test your response plans with your staff. For example, think about how you will work with your TMC or travel suppliers. Will they contact your travellers directly in the event of an incident or will you contact them yourself?

Some TMCs, such as Corporate Traveller, have a 24/7 emergency assist team to support your travellers around the clock.

## 5. Add technology to support your duty of care

In addition to choosing the right TMC to help you streamline your travel management, it's worth considering a TMC which can provide you with the technology to support your risk management strategy. From travel alerts to traveller tracking, there is a wide range of tools to choose from. Ask your TMC what technology they can offer you and the level of risks they cater for, to ensure their service is pitched correctly – it may not be worth paying for the highest level. Conversely, if your company's travel risk profile exceeds what the TMC can offer, consider engaging with a risk management provider such as iJET International.

**Remember, the most successful travel policies and crisis response plans have the support of all key stakeholders and are communicated widely and repeatedly to travellers.**

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