SAP Concur C

# The Case for Duty of Care

An SAP Concur Customer Survey Reveals the Gaps in Enterprise Readiness.

THE BEST RUN SAP

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# Duty of Care Is More Important Than Ever

Your people are your organization's most important asset. And whether they're across the world on business or across town for a meeting, duty of care means you have a legal and moral responsibility to know where they are and to care for their well-being during an emergency. In an increasingly complex world, it isn't getting any easier. In fact, it's becoming more unpredictable and more challenging.

Providing duty of care takes more than just tracking what offices employees work from, or knowing when they're traveling or not. You need a robust risk management plan in place to effectively respond in the event of an emergency.

SAP Concur recently conducted a survey of 200 travel managers, HR leaders, and security, risk and compliance professionals across enterprise companies to gauge the current state of risk management and duty of care programs in various organizations. The results reveal significant blind spots and inform what steps you need to take to effectively care for your people.
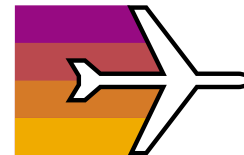
### 46% of executives

said that health and travel security incidents had an impact on their business continuity in 2016.

Business Travel News

# Enterprises Are Confident in Their Approach

Among the companies surveyed, there is a high level of confidence that duty of care is covered. 98% of respondents feeling "Somewhat Confident" to "Very Confident" that their current program meets their duty of care obligations.

While respondents from these organizations genuinely believe they are fulfilling duty of care obligations, it's likely that major blind spots exist, remaining hidden only because their current program has been good enough. But when you dig a little deeper, it becomes clear that they're missing steps to effectively predict risk and ensure employee security in today's increasingly risky global landscape.
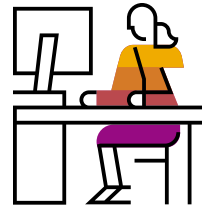
How confident are you that your current travel program meets your duty of care obligations?
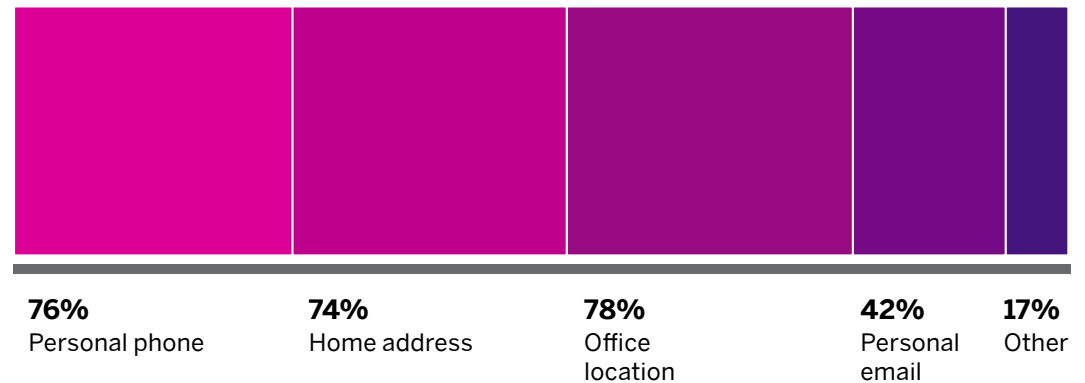
**2%** Not Confident

**49%** SomewhatConfident

**49%** Very Confident
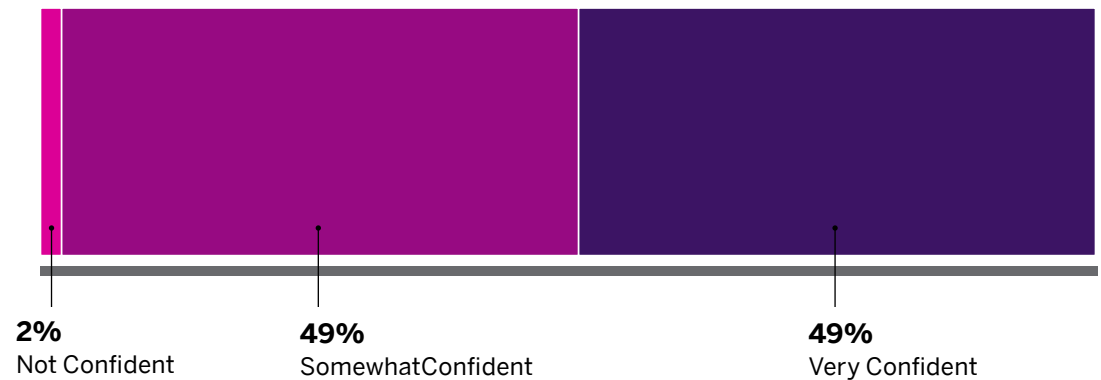
**98%** express confidence in their approach to duty of care.

# After a Closer Look,
## Major Gaps Exist

When you dig a little deeper, it becomes clear that organizations are putting themselves at risk by not doing enough to protect their employees. While they may feel like they're delivering on duty of care, they don't have the tools or the programs in place to adequately manage risk and keep their people out of harm's way.

## What employee information do you store and update on a regular basis?

**76%**
Personal phone

**74%**
Home address

**78%**
Office location

**42%**
Personal email

**17%**
Other

**Nearly 25% of respondents** don't store or regularly update employee contact information.

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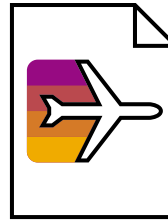
Does every itinerary (hotel, air, etc.) for every trip get captured within your booking tool or TMC?

YES
58%

NO
33%

NOT SURE
9%
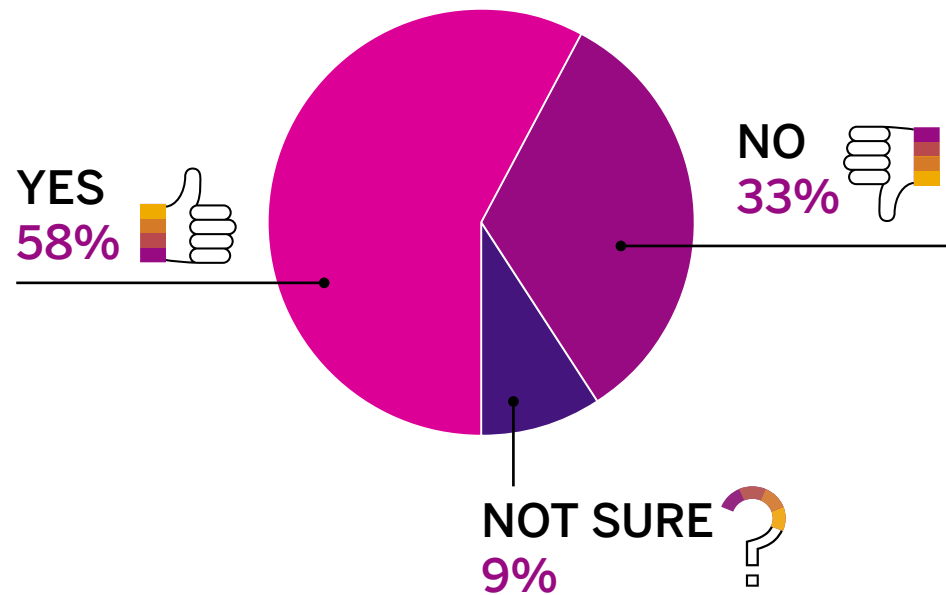
**More than 40%** either don't capture every trip within their booking program or TMC or are unsure whether they do.
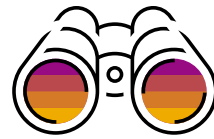
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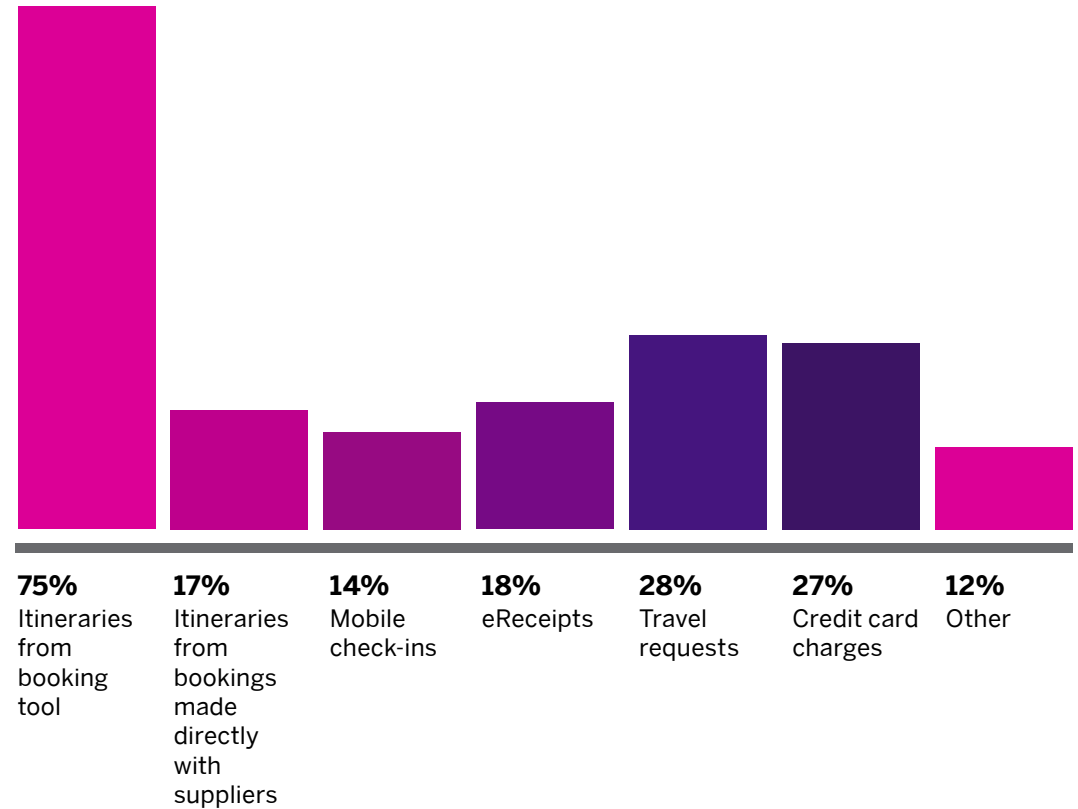
## 👉 Key Takeaway

Without itinerary details for every trip, you may not know where your people are or what risks they're facing. And even if you do know, do you have a quick and reliable way to get in touch?
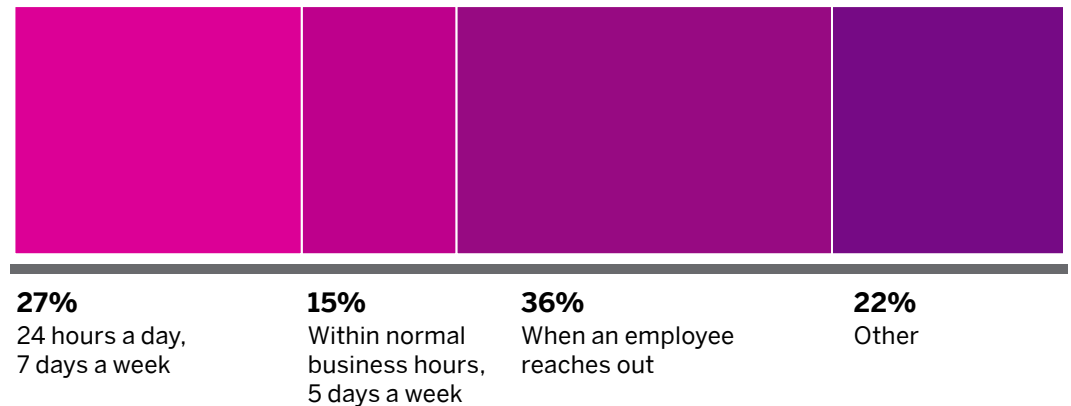
## How are you tracking employee location?



| 75% | 17% | 14% | 18% | 28% | 27% | 12% |
|-----|-----|-----|-----|-----|-----|-----|
| Itineraries from booking tool | Itineraries from bookings made directly with suppliers | Mobile check-ins | eReceipts | Travel requests | Credit card charges | Other |

**Nearly 75%** rely on information from their booking tool to track employee location.

# Limited Visibility
# Limits Your Response

Knowing where your people are is just one part of the equation. You also need to know the risks they face and, when an emergency happens, respond as quickly as possible. And yet, most enterprises don't have the ability to proactively monitor risk, let alone reach out to impacted employees during a crisis.

## How often are employees monitored?

**27%**
24 hours a day,
7 days a week

**15%**
Within normal
business hours,
5 days a week

**36%**
When an employee
reaches out

**22%**
Other

**36% of those surveyed** monitor employees only when they reach out.

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### Key Takeaway

You can't keep your people safe if you're not seeing risks until they become real. And when trouble strikes a world away, you need the partners and resources in place to get your people to safety.

## Are you using a third party for global advisory data and risk alerts?

YES **44%**

NO **20%**

NOT SURE **36%**

**More than half of respondents** are either unaware of or are not using third-party experts to monitor risk.

## Do you have the resources and expertise to assist and extract employees in the case of an emergency?

YES **47%**

NO **17%**

NOT SURE **36%**

**53%** either don't have or don't know whether they have the resources to assist and extract employees in an emergency.

# In a Crisis, Communication Breaks Down

Once you know where your people are, you need the ability to connect and communicate with them until they've reached safety. This may be easier said than done, especially in an emergency. Do you have the ability to reliably connect during a crisis? Based on the responses, most companies should not feel confident that they do.
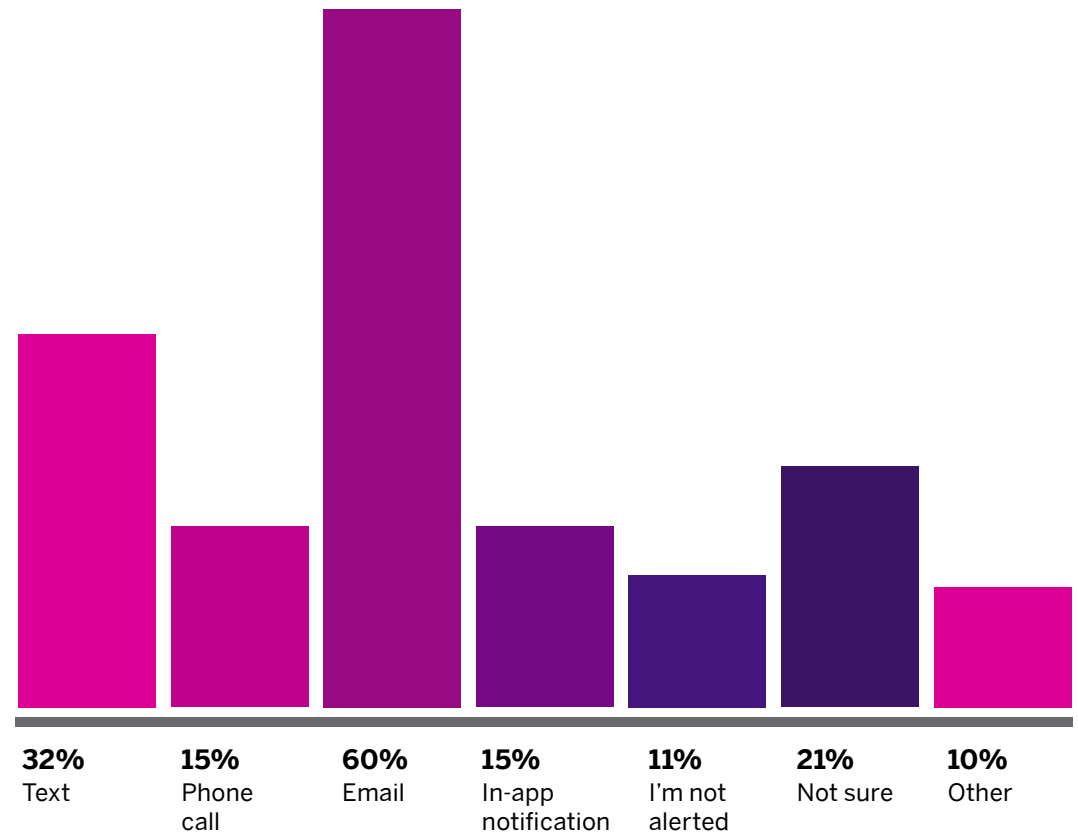
## Key Takeaway

In an emergency every minute matters. Yet too many companies are relying on communication methods that are slow or can be easily disrupted during a crisis, potentially harming their response.
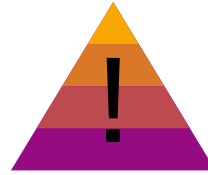
## How are you alerted when travelers are impacted by a high-risk event or travel disruption?



| **32%** Text | **15%** Phone call | **60%** Email | **15%** In-app notification | **11%** I'm not alerted | **21%** Not sure | **10%** Other |
|---|---|---|---|---|---|---|

Email is the most common **(60%)** way organizations are notified of high-risk events, which can delay their response.

# The Way Forward

## You need a dynamic support system to support employees anytime, anywhere.

Hoping there won't be an emergency isn't a plan. And assuming that your current approach is good enough just because it hasn't been tested isn't reliable. An emergency can arise anytime, anywhere, and you should be prepared to respond when your people need you.

To protect employees and provide duty of care, you need to know where your people are, what threats they're facing, and have the ability to get in touch at a moment's notice.

# Elements of Best-in-Class Duty of Care Programs

### 1. Pinpoint employee locations

Collect employee location and itinerary information in one place so you know where they are now and where they're going next, even if they booked outside managed programs.

### 2. Identify risks and assess their impact

Mitigate risk by providing pre-travel advisories and reports that educate employees on potential issues during their trip.
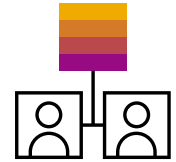
### 3. Actively monitor employees

Track global events and employee locations in near real time to identify trouble and take action quickly.

### 4. Ensure two-way communications

Relying on email or a phone call won't cut it in a crisis. You must have a multi-channel communications plan that includes voice, email, SMS and apps to ensure your messages can't get through.

### 5. Get your people to safety

In the most extreme circumstances, you may need the expertise and resources of third-party partners to provide onsite logistical support to locate and escort your people to safety.

# Duty of Care Is Too Big to Handle Alone
## SAP Concur is here to help.

The responsibility for meeting duty of care obligations often falls on more than one team within a company. In fact, among respondents to our survey, most relevant tasks fell into four categories: **Travel (33%), Risk & Compliance (8%), Safety & Security (20%) and HR (39%)**. While this may help explain the existance of blind spots, it also underscores the core challenge facing enterprises: duty of care and risk management are simply too complex and too important for one person (or even one department) to handle alone.

Fortunately, you're not in this by yourself. You can manage risk and meet your duty of care obligations with solutions from SAP Concur. You can implement a powerful risk management and communications program that allows you to:

Find all employee location and itinerary information in one place.

Proactively monitor risks that may affect your team.

Reliably communicate with employees and connect them to expert support.
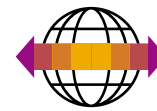
Confidently fulfill duty of care responsibilities for every employee,

In an unpredictable world, you can never completely eliminate risk. But with the right tools and partners in place, you can be better prepared for it and do more to meet the duty of care obligations your people depend on.

## Contact SAP Concur or <u>click here</u> to learn more about our duty of care solutions.

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