

Filling the Gaps in Duty of Care:

Your employees are in varying locations across town, the country, or even the globe. Are you supporting them all?



For the employee across the country (or the globe).

Whether travelers booked through your booking tool, TMC, or outside of managed travel programs (through a conference hotel block, perhaps?), your organization has the moral and legal responsibility to care for their well-being. It's an important task, so make sure there aren't any gaps in their care:

DID YOU KNOW

31 percent
of organizations don't
manage data for the purpose
of travel risk management.¹



Automatically prepare travelers before they go.

Educate your travelers as much as possible about their safety and security, including helpful tips and tricks about safe travel. Adopt a tool to help you push out pre-trip advisories and/or country reports for employees to review for an understanding of recent incidents or events that may impact their trip. These reports can provide good insight into the political, social, and financial stability of the country before the visit.



Pull in the proper stakeholders.

When an incident occurs for your traveler, you'll have to react in minutes. As such, it is necessary to have an established crisis management team to agree on the proper protocol for the key departments involved in the event of an emergency impacting employees. This team should pull in internal stakeholders that have well-defined roles and responsibilities, such as travel management, security, HR, and legal. Additionally, identify any external stakeholders that should be involved, such as your TMC and risk management provider.



Capture and store accurate traveler location data.

Maintaining accurate location information on your employees is essential. After all, you can't offer assistance if you don't know where your travelers are. To best track travelers with quality data, adopt a system that centralizes all of your employee data sources – TMC, travel booking travel request tools, and HR profiles – so you can pinpoint impacted employees. Aim to also pull in data from third-party apps such as Uber, e-receipts for employees that booked directly with suppliers, mobile check-ins and even credit card swipes.

DID YOU KNOW

38 percent
of organizations say their
emergency response process
is ad hoc/inconsistent.¹



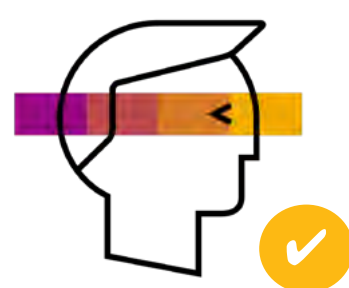
For the employee in the office.

You may only think of travelers when it comes to duty of care, but your duty of care obligations extend to ALL employees, even those coming into your offices everyday. Don't forget to look out for them, too:



Create and practice a master plan.

Write out a master action plan for both common and severe incidents for both in-office employees and travelers. Determine how you'll communicate with employees during an emergency, the frequency of communications and the triggering factors. Additionally, ensure you're practicing your plan through drills or scenarios, as well as continually reviewing, revising and improving it.



Keep employee profiles up-to-date.

Encourage employees to regularly review and update their profile and other travel data to verify their information is correct. This would include their office location (including remote employees), name, office and mobile telephone numbers, as well as emergency contacts. If privacy data laws are in place, encourage employees to opt-in and test their mobile telephone numbers.



Ensure communication lines are open.

While high-profile incidents build awareness for an organization's duty of care obligations, medical issues, road traffic accidents and petty crime are much more common. For both employees commuting to the office and traveling across the globe, develop clear emergency contact information for employees to use in case of a disaster or incident. In the event an incident impacts an office location (perhaps even members of the crisis management team), it's useful to employ two-way messaging tools that can automate incident notifications, so employees can get the information they need, when they need it.

DID YOU KNOW

62 percent

of organizations have 24/7 threat monitoring in place, often through partners.¹

Road Warrior

For the employee on the road.

What about employees working in home offices or in the field? Or those driving from client site to client site? Employees constantly out of a physical office are some of the hardest to track and support. Ensure you can assist them when needed:



Make it mobile.

Implement tools that can reach employees on the go, such as SMS, email and text-to-voice. You're on-the-road employees should also be able to access a mobile application or tool that allows them to check in and request help, so you can assist them with things as big as a natural disaster or as small as a traffic accident.



Provide around-the-clock support.

Natural disasters, terrorist attacks and medical incidents don't sleep, and neither should your duty of care program. Establish 24/7/365 monitoring and support services for your employees, ensuring that no matter the time of day, someone is available to assist, or at a minimum can provide reporting and information about your employees. If your internal team is too small to monitor around-the-clock, customize your communication tool to send out automatic notifications or identify third-party experts you can leverage to supplement your staff.



Adopt an assistance provider.

If your organization has many employees, it may be necessary to maintain contracts for health, security and travel assistance services. An assistance provider will be especially vital should your security department or travel manager become overwhelmed during an event. Ensure employees are briefed and have access to information on how to access assistance or medical services when faced with a trip disruption or an emergency.

» Where are the gaps in your current plan? [Take our risk assesment](#) to find out.

¹BTN Taking on Travel Risk Management Survey, 2017

TS Duty of Care Solution Strategy enUS (18/03)

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