

Travel Risk Management

5

Questions to Ask Yourself

Keeping travellers safe is more than just a responsibility - it's your duty. Yet the responses to a traveller risk survey vary from company to company. At recent seminars held in 8 cities* across Australia and New Zealand, Concur surveyed travel managers, security officers, HR personnel to gain a deeper understanding of their travel risk management protocols and practices. As you consider your own program, ask yourself these questions and see how you compare.



1

What do your current protocols look like?

Most travel risk management programs include a common set of features, though inclusion can vary widely from domestic to international travel.

	Domestic	International
Travel tracking	55%	45%
Pre-travel info	42%	58%
Automated communications (real-time risks)	43%	55%
Local providers for medical and security assistance	41%	59%

Key takeaway: Domestic programs are just as important as international ones.

2

How do you communicate in an emergency—and how long does it take?

When faced with an emergency, companies may need to locate and communicate with their travellers in a timely manner.

What communication channels are most common?



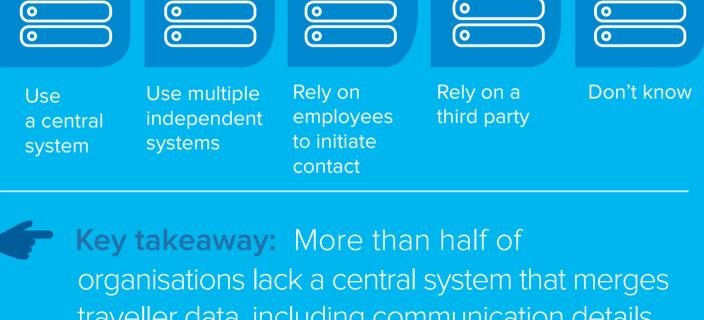
How long does it take to confirm employee safety?



Key takeaway: The use of mobile apps lags behind, contributing to lengthier safety confirmations.

3

Where does your employee data come from?



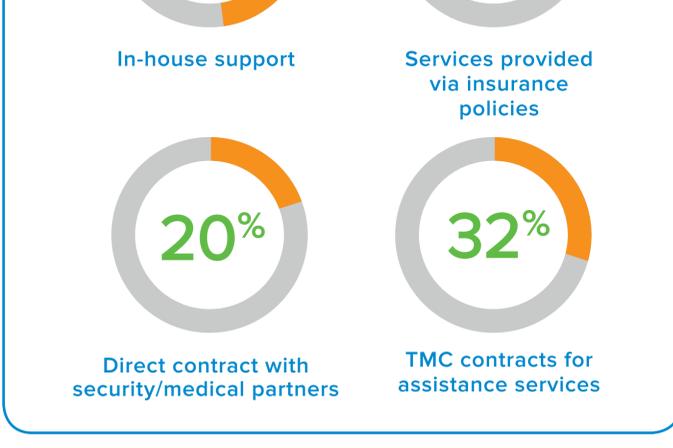
Many organisations rely on various data sources, third parties and employee initiated contact to locate and communicate with employees.

Key takeaway: More than half of organisations lack a central system that merges traveller data, including communication details

4

Who provides emergency assistance to your travelers?

When it comes to assisting employees, organisations rely on a number of different methods.

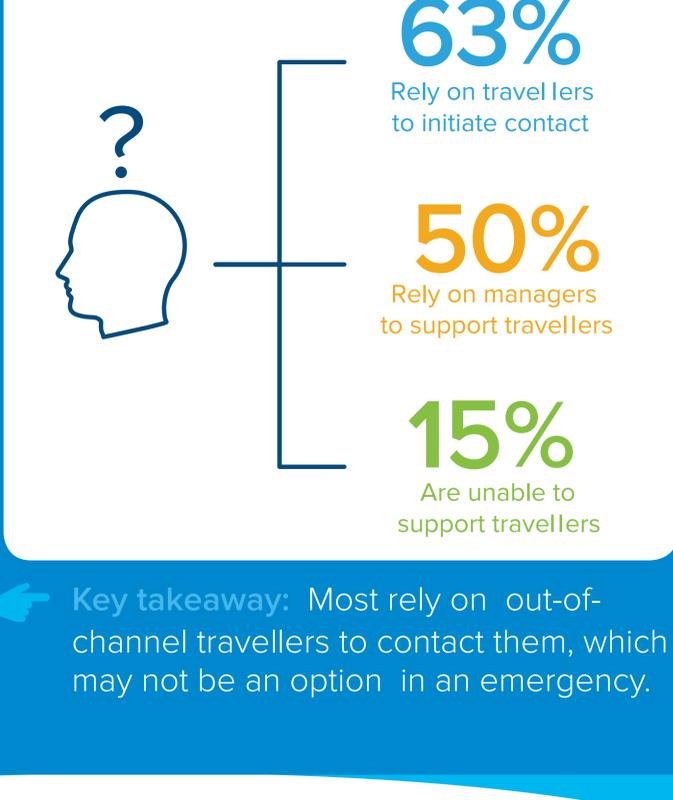


Key takeaway: Traveller assistance is often outsourced to a variety of partners. Be sure your program provides for comprehensive medical and security support.

5

When travelers book out of policy, how do you support them?

Out-of-policy bookings are a reality, no matter how robust your program is. Yet all too often, travellers who book outside the program are overlooked. And you can't assist travellers if you don't know their locations.



Key takeaway: Most rely on out-of-channel travellers to contact them, which may not be an option in an emergency.

NEXT STEPS

An efficient travel risk management program helps you fulfill your duty-of-care obligations and manage employee safety. Consider these key steps as you work to improve or develop your program:

- ▶▶ Establish risk management protocols to know where travellers are and how to communicate with them at a moment's notice.
- ▶▶ Support travellers with pre-travel information, automated communications about risks, and local providers for medical and security services.
- ▶▶ Incorporate smartphones and mobile apps into your program for faster communication.
- ▶▶ Leverage technology to capture all bookings, including those outside your managed travel program.

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*SOURCE: Survey results from Concur Duty of Care Breakfast Seminars held in Wellington, Auckland, Adelaide, Perth, Brisbane, Canberra, Sydney and Melbourne