

FOUNDATIONS
FOR AN EFFECTIVE

Travel Risk

MANAGEMENT PROGRAMME



WHAT IS

Duty of Care!

ONE OF THE BIGGEST TOPICS IN BUSINESS TRAVEL RIGHT NOW IS TRAVEL RISK MANAGEMENT – OTHERWISE KNOWN AS DUTY OF CARE TO THEIR EMPLOYEES.

So why is it a focus? Because traveller safety and security is a real concern for businesses and travellers alike, with recent world events like COVID-19 impacting safe travel in and out some countries.

Did you know that under New Zealand's Work Health and Safety legislation, employers have a Duty of Care responsibility for their employees while they are travelling domestically or overseas? That means you need to have a plan in place, and have all of your bases covered. Recent studies have shown up to 50% of people travelling for business are travelling uninsured



LET'S LOOK AT THE FOUNDATIONS FOR AN EFFECTIVE TRAVEL RISK MANAGEMENT PROGRAMME

1. Update your travel policy and review regularly

Having a clear, up to date and well-defined travel policy will ensure expectations are clear regarding the type of travel allowed and maintaining visibility of traveller whereabouts.

Ensure your travellers know the travel policy, where to find it and what to do in an emergency situation.

Consider including a guide to key countries where your business is. Offer simple instructions on the cultural customs travellers need to be aware of, along with links to government traveller websites such as www.safetravel.govt.nz/ – some countries will have local customs and traditional dress-codes, which both male and female travellers need to be aware of.

2. Insurance

The next recommendation for effective travel risk management is relevant Travel Insurance.

Did you know 1 in 10 people travel without insurance? When you consider things what can go wrong like car accidents, illness or natural disasters, it makes sense to be protected.

Travel insurers play an integral role when it comes to providing financial and logistical on the ground support in a crisis. For example our protection partner Cover-More has an emergency assistance team and can provide repatriation travel solutions for policy-holders.

Their Travel GP's can assess over 200 conditions over the phone and provide appropriate solutions for your situation.

It's important to know how epidemics and pandemics can impact insurance policies.

Make sure you have read through your policy carefully and if in doubt, contact your insurance provider to ask.

3. Give travellers the right tools and support lines

Stage and Screen customers nowadays have access to mobile travel tools and apps that are far more responsive and informative.

Alongside the tech, it's also ideal to have a dedicated Travel Manager who knows your travellers to talk to in the event of difficulty, to make for a more seamless resolution process.

4. Utilise travel risk management services

Ensure travellers have access to high quality safety and security services including proactive security alerts and emergency click to call through mobile apps.

These services provide intelligence-based information and alerts on events worldwide 24/7, 365 days a year to travellers and organisations. They also provide invaluable support in the event that something does go wrong.

Stage and Screen customers have access to travel alerts via customer HUB.

5. Consolidate all of your bookings and choose your suppliers carefully

Consolidate all of your bookings through the one channel. That way your business has complete visibility of where your travellers are, and the ability to communicate quickly in the event of a crisis.

It's important to use reputable suppliers, particularly for hotels, airlines and car hire companies, because this will affect a traveller's overall travel experience and the ability to assist in emergency situations.

You don't want to compromise safety or quality, so if you're using local suppliers, make sure they have been vetted or are recommended by your travel consultant.

Other areas to consider for traveller safety at hotels:

- Are there safe, reliable sources of transport between venues?
- Is there a 24 hour reception and a door person?
- Does the gym have cameras and is it monitored live?

6. Place travellers at the heart of your travel policy and know what's important to them.

Some companies are seeing great benefits by giving their travellers a better hotel experience, or by giving them a day in lieu either at the beginning or end of their work trip so that they can experience the destination and be better rested. This can also improve the effectiveness of their business meeting.

YOU MAY NEED TO CONSIDER AN INTERIM TRAVEL POLICY TO MANAGE CHALLENGING SITUATIONS LIKE COVID-19 (CORONAVIRUS). IF YOU WOULD LIKE TO DISCUSS HOW WE CAN WORK CLOSELY WITH YOUR BUSINESS TO MANAGE DISRUPTIONS AND CHANGES TO YOUR TRAVEL PROGRAMME, PLEASE GET IN TOUCH.

