NEW GLOBAL STANDARD RELEASED FOR MANAGING
travel risk

ISO 31030 Travel Risk Management was developed to offer guidance to organisations on how to manage risk as a result of undertaking travel. The standard provides a structured approach to the development, implementation, evaluation and review of travel risk management policy and program.

Here are some key strategies your business can use to strengthen its approach to managing travel risk. These recommendations are reflected in the new ISO 31030 Travel Risk Management standard^.

1. 1. Establish pre-travel authorisations. Consider establishing preapprovals and booking procedures to provide better visibility over travel. This can include developing a mandatory booking process that clearly outlines the booking channels and who is responsible for approving travel. Using a centralised system, such as an online booking tool provided by a TMC will help your business to better manage travel.

2. Conduct a travel risk assessment. A travel risk assessment allows businesses to identify, analyse, and evaluate security threats and health and safety hazards that could occur during travel. TMCs can conduct such assessments on a company's behalf or businesses can perform them independently. Businesses would assess potential risks and likelihood of them occurring, ranging from personnel risk, including injury or illness, legal risk, to financial risk, and data risk, including breaches in data and confidentiality. Analysing risk involves seeking expert advice or information from local government agencies and embassies, along with location-specific crime statistics. Causes and drivers of risk, are also considered, including the likelihood of an event occurring, potential consequences and the effectiveness of existing controls.

3. Assess the level of risk for your accommodation and transport. Organisations need to consider potential health, safety and security risks associated with their accommodation and ground transport suppliers. The ISO standard outlines how organisations can assess accommodation options, including assessing security policies and procedures, such as evacuation and other emergency procedures, evaluating the risk to data associated with internet service provided by a hotel, as well as the suitability of amenities, such as a room safe to keep personal and business property secure. The same applies to transportation. Consider a policy regarding airlines to use, assessing factors such as safety record and hygiene measures.

4. Provide critical information and advice for travellers. Organisations should proactively source relevant and reliable information and advice to provide to its travellers prior to and during travel. It should be location-specific and highlight the medical and security levels of risk. The findings from the organisation's risk assessment can be used for such advice and information. For businesses that travel regularly, a TMC equipped with innovative technology and expert teams can provide travel intel to businesses and travellers in real-time.

5. Perform pre-and-post-travel checks on travellers. Pre-travel checks can assess whether an employee is medically fit to travel, whether that be COVID-related or general health. Checks should consider pre-existing health conditions and ensure procedures such as testing, vaccinations and quarantine are adhered to prior to travel, particularly if an employee is travelling to a location with a high rate of COVID cases. Posttravel checks are also important, particularly if a traveller has been involved in a stressful situation or event.

6. Traveller tracking. Businesses can consider three methods to track travellers: itinerary based, expenses based or technology based. Itinerary-based tracking relates to the collation of booking information, from transportation to accommodation, to identify where travellers will be, and when, throughout their journey. Organisations could use a system that tracks an employee's expenses, which can indicate where the traveller has been as well as ensure travel budgets are adhered to. Technology-based tracking involves using a device or specific app on the employee's phone to monitor and record movements, allowing organisations to view their precise location – all helpful capabilities when an emergency arises.

7. Evaluate the travel program through employee surveys. Employee surveys can help identify gaps and areas of improvement needed in a company's travel program. The surveys assess all areas of the travel program, including the support and information provided before and during travel, the booking process as well as the overall travel experience.

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