

The essential guide to travel risk management



Sporadic but serious risks

- Terrorist attacks
- Natural disasters
- Infectious diseases
- Airline catastrophes

Common troubles that push travel off track

- Flight cancellations
- Losing a passport
- Traffic incidents
- Stomach upsets
- Minor accidents
- Burglary

Taking stock of travel risk management

When your employees travel for business, their safety is of the utmost importance. Before they even think about heading off on their journeys, you and your travellers must be aware of the risks involved.

Travel disruptions can be big or small. While the risk of natural disasters and other major events springs to mind, they are thankfully rare. What's more likely are the low-risk, high-frequency events such as traffic accidents, illness, flight delays, or losing a passport or wallet.

For increased peace of mind for everyone and to support your duty of care policy, it helps to prioritise your risks by severity and frequency.

5 steps to help get you started:



1. Create a robust travel policy

The first step to creating an effective travel risk management strategy is to determine your company's risk tolerance level.

For example, are you sending engineers or aid workers to high-risk areas? Or do your employees travel to stable areas with lower frequency risks?

2. Book through a single travel management company

When travellers follow the travel policy and use approved booking channels, it's much easier to access booking data and locate them in an emergency. Booking all your business travel through a single travel management company (TMC) will make this process even quicker and much easier than running multiple reports from different providers.

Your TMC can offer strong support for travellers with access to visa, passport, and immigration services. Ask for details about travel insurance, recommended vaccinations, and disease prevention. They should also have a traveller tracking solution in place to quickly locate all travellers, wherever they are in the world.

3. Communicate the risk management strategy to your staff

It's important to ensure the safety of your employees, whether they are working at home or travelling for business. Regularly communicating your risk management strategy and duty of care policy to your staff will make them feel more supported and help them understand the benefit of booking through your preferred TMC.

If travellers are booking out-of-policy it's worth addressing this promptly. Emphasise to them that it's in their best interests, not only because the TMC can locate their itinerary data in an emergency but also because many TMCs offer 24/7 emergency assistance. This gives travellers just one number to ring if they need to make last-minute changes to their booking.

Gamification can help travellers to stay on track. You could even incentivise top performers with travel rewards, such as one upgradeable flight for the next 12 months.

4. Test your crisis response

Once you've decided on a travel risk management policy, it's wise to test the process for crisis response plans. Think about how you will work with your TMC or travel suppliers. Will they contact your travellers directly in the event of an incident, or will you contact them?

Corporate Traveller has a 24/7 emergency assistance team to support your travellers around the clock, taking the burden off your internal team.

5. Add technology to support duty of care

Select a TMC that offers technology to support your risk management strategy. From travel alerts to traveller tracking, there is a wide range of tools to choose from. Ask which technology they can offer you and the level of risks they cater for, to ensure the service level is a correct match. It may not be worth paying for the highest level.

The most successful travel policies and crisis response plans have the support of all key stakeholders and are communicated widely and repeatedly to travellers.