

## FREQUENTLY ASKED QUESTIONS BY ORGANISATIONS REGARDING TRAVEL RISK MANAGEMENT (TRM)

### **What are the key components of a TRM policy?**

- Risk assessment procedures, traveller health and safety guidelines, emergency response plans, communication protocols, and training programmes.

### **How do we develop an effective travel policy?**

- An effective travel policy should outline the procedures for pre-travel risk assessments, traveller responsibilities, permissible and restricted destinations, emergency protocols, and guidelines for incident reporting and communication.

### **How can we ensure compliance with TRM policies?**

- Ensure compliance by integrating policies into the travel booking process, providing regular training and updates, conducting audits, and enforcing consequences for non-compliance.

### **How can we engage C-Suite and top-level management in TRM programmes?**

- Demonstrate the ROI of TRM, present case studies of successful programmes, highlight the legal and ethical duty of care, and outline the potential risks and liabilities of not having a robust TRM programme.

### **What constitutes an organization's duty of care regarding travel?**

- Duty of care refers to the legal and ethical obligation to ensure the safety, security, and well-being of employees during business travel, including providing appropriate training, resources, and support.

### **How can we assess the effectiveness of our TRM programme?**

- Conduct regular audits, gather feedback from travellers, monitor incident reports, and benchmark against industry standards and best practices.

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### **How do we handle travel to high-risk destinations?**

- For high-risk destinations, conduct thorough risk assessments, implement stricter travel approval processes, provide detailed safety briefings, and consider additional security measures such as hiring local security personnel.

### **How do we coordinate with external security and medical assistance providers?**

- Coordinate by establishing relationships with travel risk management firms (e.g. Healix, FGA) and insurance companies. Ensure clear communication channels and predefined roles in case of an emergency.

### **How can we ensure effective communication during an emergency?**

- Establish a clear communication plan that includes emergency contact numbers, regular check-in procedures, and the use of reliable communication tools (e.g., satellite phones, secure messaging apps).

### **What should be included in an emergency response plan?**

- Have a clear emergency response plan, establish communication channels, provide access to medical and security assistance, and ensure timely evacuation if necessary.
- An emergency response plan should include procedures for evacuation, medical assistance, contacting local authorities, crisis management team roles, and communication protocols.

### **How do we prepare for health-related travel risks?**

- Prepare for health risks by providing travellers with pre-travel health assessments, vaccinations, health information about the destination, and access to medical support and resources.

### **How do we keep up to date with changing travel risks and advisories?**

- Stay updated by subscribing to government travel advisories, using risk intelligence platforms, participating in industry forums, and maintaining contact with local partners and security experts

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### **What if your business travellers decide to take a leisure trip before during or after their work trip?**

- Bleisure, combining business and leisure travel, complicates TRM as it requires managing risks for both work-related activities and personal leisure time, ensuring safety and compliance throughout the trip.
- Check with the insurance provider whether it covers Bleisure and ensure that this is reflected in the organisational travel policy.

### **What steps can be taken to ensure business travellers are fit to travel?**

- Options might include implementing pre-travel health assessments, provide vaccinations, offer health and wellness resources, and ensure access to medical care and support during travel. Care should be taken as to how the organisation approaches the collection and retention of personal medical data.

### **How can we ensure the safety and security of accommodation providers?**

- Vet accommodation providers for safety standards, security measures, and compliance with local regulations. Use reputable and well-reviewed providers and conduct periodic inspections.
- Use independent security services to assess the safety and security of accommodation.

### **What should we consider when selecting transport providers for business travel?**

- Evaluate the safety records of transport providers, their compliance with local and international regulations, and their crisis response capabilities. Prioritize providers with strong reputations and robust safety protocols.
- Allow business travellers to only select reputable or pre-authorized transport providers.