

Creating an Effective Travel Policy That Includes Risk Management

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Travel Policy Perception



How is your policy perceived at your company?

1. Does it only address what you buy, how you buy it, and how much you pay for travel?
2. Is it perceived more as a cost containment tool versus a risk mitigation aid?
3. Is travel the only “owner” of the policy?
4. Do you clearly outline traveler responsibility?

What Your Travel Policy Should Be



1. Your first line of defense for educating stakeholders on the company's position on all things related to travel, and the responsibilities of all people traveling on behalf of the company.
(Stakeholders can include employees, travelers, administrators, contractors, all others impacted)
 - a. *Entry/exit and/or visa requirements – Sounds simple, but who is responsible?*
 - b. *Approval processes based upon risk ratings – is this part of your travel program or an expectation of your employees?*
 - c. *Transportation of medication while traveling on business*
2. A living document with active contributors with personal ownership in the ongoing development and implementation of the policy. (Review twice annually at a minimum, but quarterly preferred.)
3. Overly accessible – intranets, links on itineraries, regularly pushed out via email, part of new employee orientation, attached to all training related to travel and expense management.
4. Smart, but not painful – Concise descriptions and instructions, without extreme or unreasonable requirements.

Key Topics To Include



- Disclosures (risk- and policy-based)
- Instructions for medical emergencies
- Crisis response
- Booking, change, and cancellation protocols pertaining to risk (including Open Booking)
- Procedures for reservations made via Open Bookings
- Traveler responsibilities (safety check in, reporting of incidents, etc.)
- Access to training (best practices and destination-specific) – This is PARAMOUNT
- Trip approval protocols
- Combined business/personal travel protocols
- Proof of life protocols
- Meeting/event safety protocols
- Checklists with documented approvals whenever possible
- Explanation of coverage and benefits – make personal purchase of additional coverage available

Private Transportation



Restrictions or requirements for using private/non-commercial air transportation (chartered or other):

- Daylight arrivals and departures when utilizing airports without Instrument Flight Rule Capabilities. Abort applicable airports in marginal conditions.
- Explicit requirements for pilot licensing
- Explicit requirements for types of aircraft (dual engine, no props, etc.)
- Minimum insurance requirements (stating minimums)
- Process for approvals to hire and/or use such transportation
- Reporting of schedule, passenger list, origin and destination for tracking purposes, and the process for doing so

Insurance



- Do travelers acknowledge that they understand their corporate insurance coverage?
 - Medical (domestic/international)
 - Car rental/hire (more complicated than you think!)
 - Meetings and events
 - Evacuations (medical AND NON-MEDICAL)
 - Who is covered and who isn't? Where?
 - Credit card coverage (fact or fiction?)

Who Are Your Key Stakeholders?



- C-Level Execs
- Legal Dept.
- HR
- Procurement
- Department Heads (e.g. Sales)
- Contractors
- Suppliers

How Can Stakeholders Contribute to Good Policy?



- Provide specific detail or context
- Legislative updates for ease or restriction of policy (regional, country, best practices)
- Additional budget to contribute to safety programs (doesn't have to come from travel)
- Tie compliance and engagement to compensation
- Lead by example and endorsement

Realities in a Global Business Environment



- Strategic Objective:
 - Initiate and Transact Business
 - Manage Client Relationships & Engagements
 - Promote a Global Workforce

Travel Security Perception



- Clear and Defined Policies and Protocols
 - In sync with Risk Management, Corporate Travel & TMC
- How Perceived
- Followed/Enforced
- Leadership Support

Policy Should Address



- Duty of Care and Expectations
- Risk to the Traveler and Firm
 - Assessments
- Mitigation Strategies
 - Security and Awareness
 - Contingency Planning
 - Business Continuity

Key Elements



- Pre-assessment criteria and approval
- Travel tracking requirements
- Guidance on security and medical resources
- Communication protocols
- Profile updates (proof of life)
- Executive travel policy
- Travel security tools (apps)

Ongoing Effort



- Continual Process Improvement
- Evaluation & Collaboration
- Compliance
- Complacency
- Audit