

# Integration of the Entire Corporate Enterprise into Travel Risk Management

September 30, 2013

Russ Cline, CSO, Westinghouse Nuclear  
Bruce McIndoe, CEO, iJET International



- **Russell G. Cline Director, Global Security**
- Nearly 30 years experience in the security industry.
- Oversees global security at Westinghouse Electric Company.
- Earned a Bachelor of Arts from Indiana University of PA in Criminology, a minor in Political Science with a concentration in Security.



Operate Globally  
With Confidence

- **Bruce McIndoe, CEO**
- 30+ years in intelligence, risk management and operations
- TSA HSSTAC Task Force member
- B.S. Physics, Allegheny College; M.S. Computer Science Johns Hopkins; Assoc. Professor U of MD Criminal Justice;

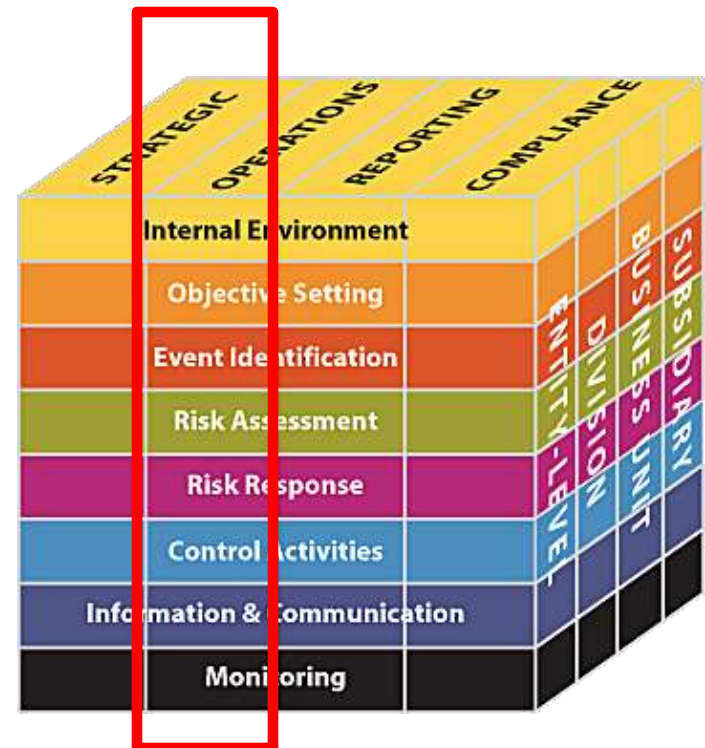
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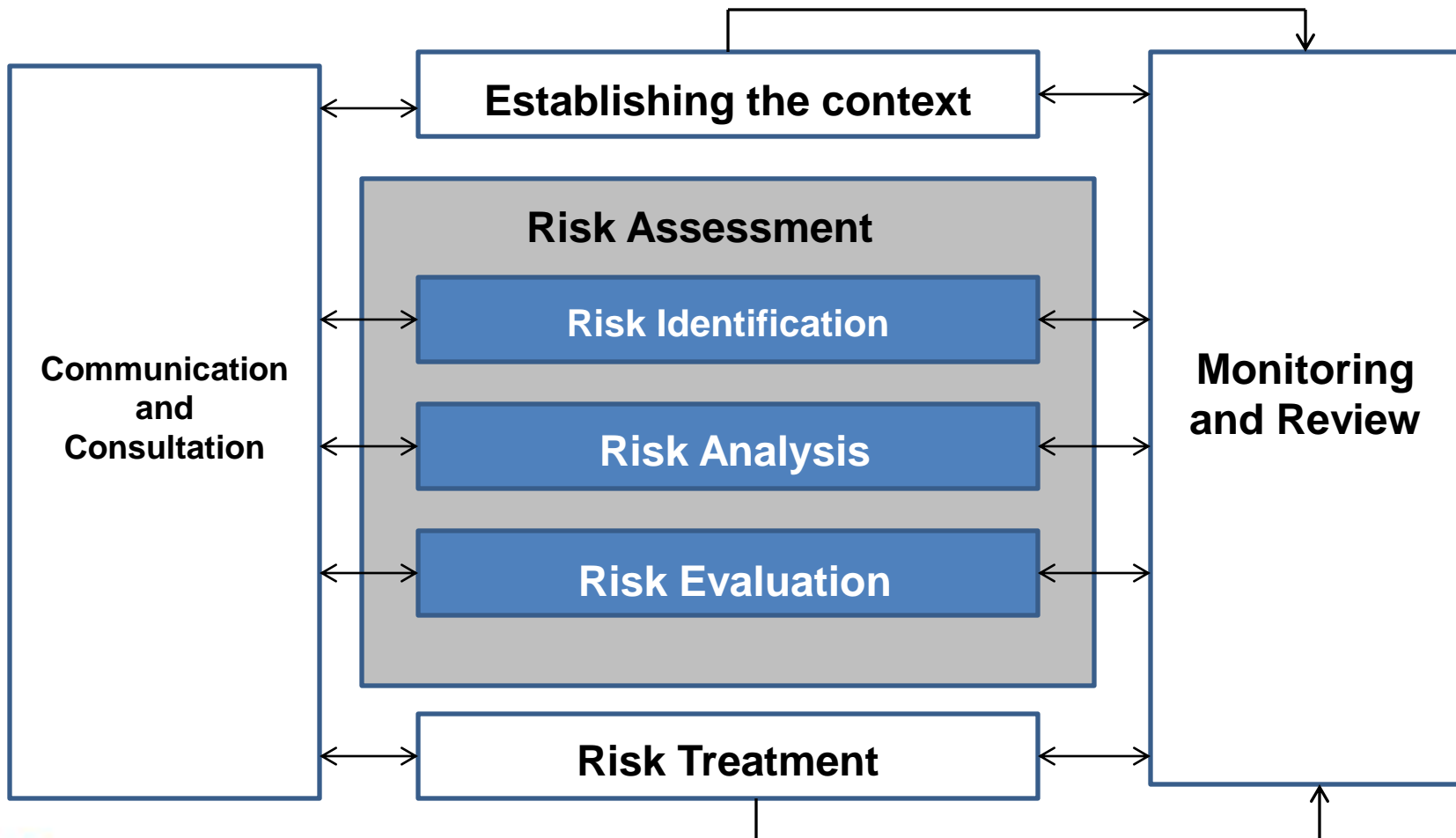
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# Enterprise Risk Perspective

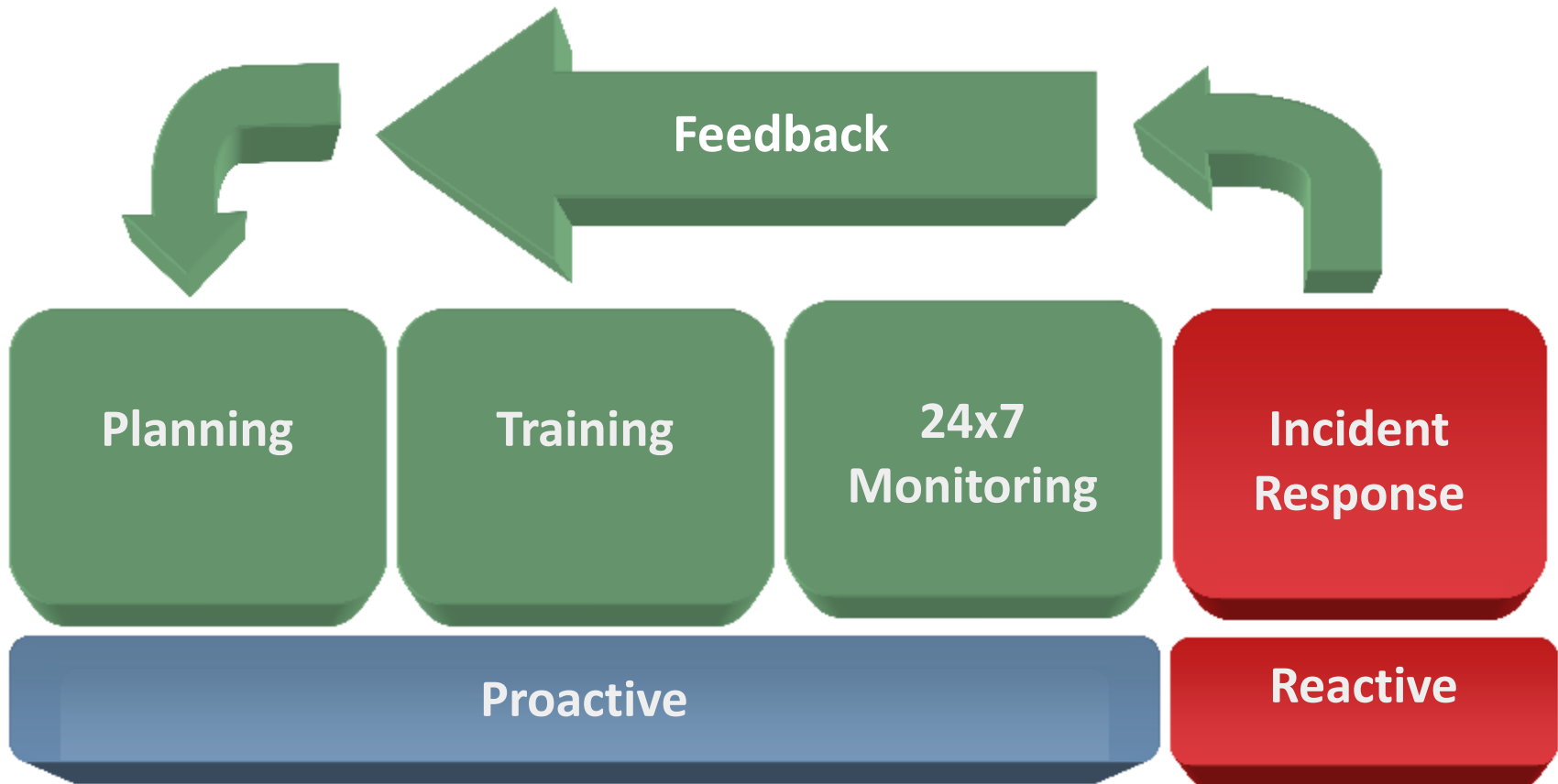
- ERM – Enterprise Risk Management
- Address all classes of risk
  - Financial
  - Market
  - **Operational ← TRM**
  - Etc.
- SEC Requirement 2010



# Risk Management Process



# Key Elements of Execution





# Multidisciplinary Process

## TRAVEL

- Advisor and knowledge base
- Books trips and handles travel issues
- Provides reporting

## RISK/SECURITY

- Risk assessment
- Crisis & evacuation plans
- Emergency contact info
- Up-to-date itinerary



## EMPLOYEE

## HR/LEGAL

- Focus on expatriates
- Responsible for employees
- Policy & procedures
- Corporate insurance programs

## EHS/MEDICAL

- Pre-trip health planning
- Immunizations
- Medical assistance & evacuations for international travelers



# TRM3 – 10 KEY PROCESS AREAS



## Overarching KPAs

Policy/Procedures

Training

## Management KPAs

Risk  
Assess-  
ment

Risk  
Disclosure

Risk  
Mitigation

Risk  
Monitoring

Response

## Infrastructure KPAs

Notification

Data Management

Communication

# Measuring your Program Maturity Level

## Optimized (5)

Program integrated throughout organization.

## Managed (4)

Metrics collected and reviewed.  
Cross-organization support.

## Proactive (3)

Consistent execution of travel risk management processes.

## Defined (2)

Basic travel risk management policies defined and documented. Primary focus on incident response.

## Reactive (1)

Ad hoc. Few policies. Chaotic in the event of an emergency.

# Integrate TRM into the Overall Risk Management Program



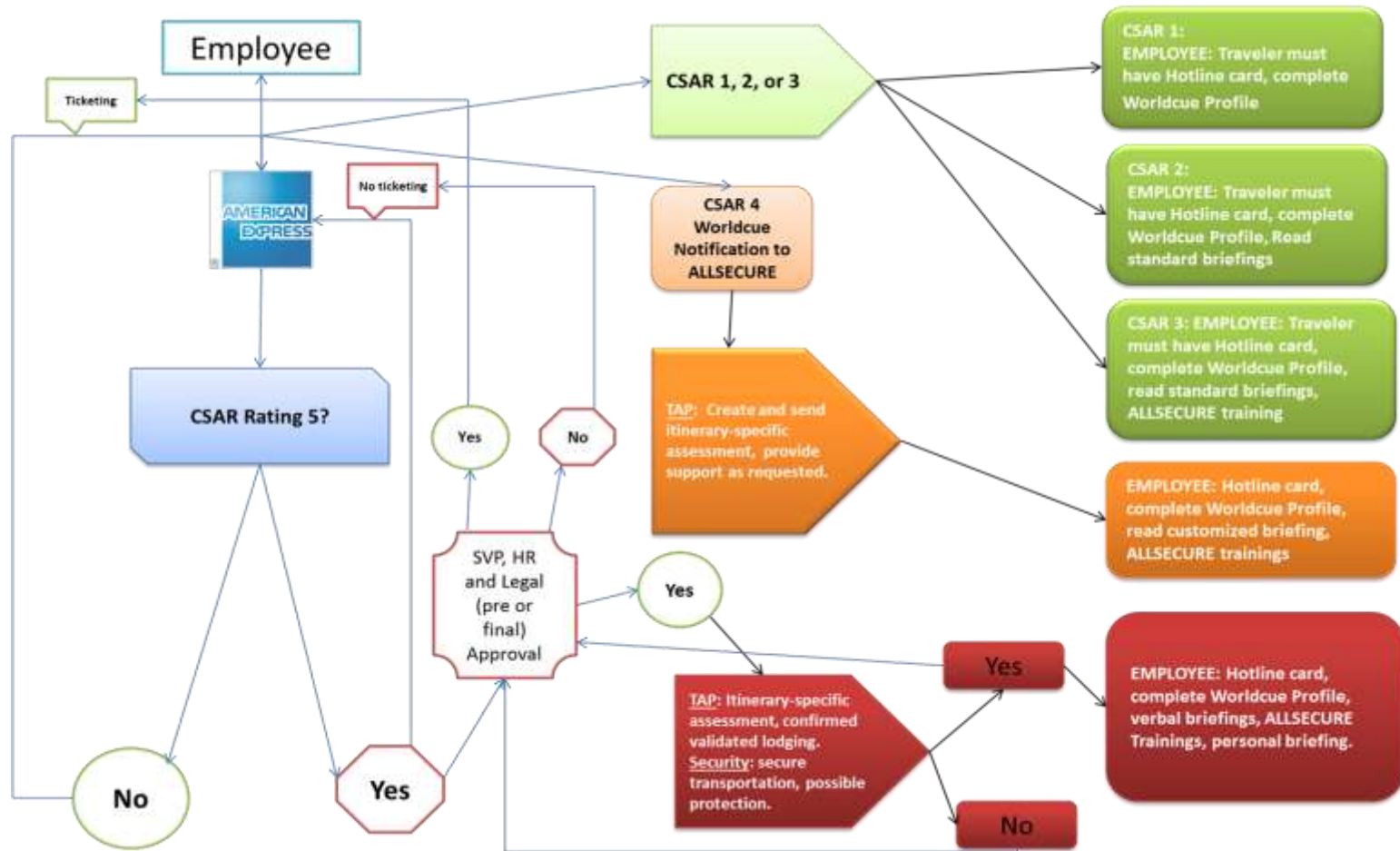
- **Travel Risk Management CANNOT stand alone**
- **Policy, Plans & Procedures need to integrate with the enterprise-wide program**
- **Integrate into HR employee training programs**
- **Leverage existing 24x7 Notification & Response infrastructure**
- **Build travel specific scenarios into emergency training**

HOSPITALITYLAWYER.COM PRESENTS  
**THE 3<sup>RD</sup> GLOBAL**  
CONGRESS ON TRAVEL  
RISK MANAGEMENT  
September 30 - October 1, 2013



Travel Support  
Program

# Travel Support Program



# Travel Support Program



- The ALLSECURE Travel Support Program (TSP) provides Westinghouse employees traveling on Westinghouse business layered support based on risk-based requirements to ensure that each trip is successful.
- ALLSECURE TSP provides employees with customized trip briefs, verbal assessments of locations, monitoring of high-risk travel, and assistance with providing Westinghouse employees' pertinent company-specific information via the Worldcue products.
- ALLSECURE provides 24/7 support for all travel through the ALLSECURE Hotline, travel notifications, travel alerts, trip briefings/destination information, and Westinghouse-specific notifications embedded within the traveler Welcome Email and within specific locations within the ALLSECURE Worldcue system. This includes information pertaining to IP protection and Export Control considerations.



# Travel Restrictions



- Countries on an Export Control (embargoed) list, published by official authorities governing the transferring of technology and proprietary information. A list of current WEC countries is managed by Westinghouse Legal and ALLSECURE notifies travelers if their destination is an Export Control location within the Important Notice section of the Welcome Email and within the destination information on the ALLSECURE Worldcue system. Travelers with questions traveling to an Export Control country should contact Westinghouse Legal.
- Countries where ongoing situations--either security or health-related--necessitated the publication of travel warnings by government authorities, including Center for Disease Control ([www.cdc.gov](http://www.cdc.gov)), U.S. Department of State ([www.travel.state.gov](http://www.travel.state.gov)), U.K. Foreign Commonwealth Office ([www.fco.gov.uk](http://www.fco.gov.uk)) and many of their counterparts throughout the world provide advice and make recommendations about whether, and under what circumstances, visits to certain foreign destinations may be undertaken.
- Country Security Assessment Rating (CSAR) of 5 (Very High) as determined by iJET Intelligent Risk Systems and the ALLSECURE Worldcue program.



# CSAR Level 1



All persons traveling or assigned to a **CSAR of 1 (Minimum)** are required to:

- Ensure they have the ALLSECURE Hotline number (+1-443-569-8609) programmed into their mobile phone and/or have the ALLSECURE Hotline card with them.
- Complete ALLSECURE Worldcue TRAVELER profile including at least one emergency contact.
- Receive all required immunizations.
- Optional: Complete the ALLSECURE training on WECU including the “Safe Passage” travel security video.

# CSAR Level 2



All persons traveling or assigned to a **CSAR of 2 (Low)** are required to:

- Ensure they have the ALLSECURE Hotline number +1-443-569-8609 programmed into their mobile phone and/or have the ALLSECURE Hotline card with them.
- Complete Worldcue TRAVELER profile including at least one emergency contact.
- Receive all required immunizations.
- Read all applicable travel briefings available in the ALLSECURE Worldcue system.
- Optional: Complete the ALLSECURE training on WECU including the “Safe Passage” travel security video.

# CSAR Level 3



All persons traveling or assigned to a **CSAR of 3 (Moderate)** are required to:

- Ensure they have the ALLSECURE Hotline number +1-443-569-8609 programmed into their mobile phone and/or have the ALLSECURE Hotline card with them.
- Complete ALLSECURE Worldcue TRAVELER profile including at least one emergency contact.
- Receive all required immunizations.
- Read all applicable travel briefings available in the Worldcue TRAVELER system.
- Complete the ALLSECURE training on WECU including the “Safe Passage” travel security video.

# CSAR Level 4



After booking a trip to a **CSAR level 4** location, the ALLSECURE program will receive notification of your planned trip. In addition to the standard travel brief, a member of the ALLSECURE team will provide you with a customized travel brief.

- Trips to CSAR 4 locations should be made at least 10 days in advance to ensure that the proper risk assessment can be performed.
- Ensure they have the ALLSECURE Hotline number +1-443-569-8609 programmed into their mobile phone and/or have the ALLSECURE Hotline card with them.
- Complete Worldcue TRAVELER profile including at least one emergency contact.
- Receive all required immunizations.
- Read all applicable travel briefings available in the ALLSECURE Worldcue TRAVELER system and the itinerary specific briefing.
- Complete the ALLSECURE training on WECU including the “Safe Passage” travel security video.

# CSAR Level 5



Travel to CSAR level 5 locations is based on business-critical requirements only. Locations with a **CSAR level of 5** pose unique risks and require extra layers of authorization and support.

- Employees must receive written consent for travel to CSAR 5 for business-critical issues only from their immediate supervisor, Senior VP, HR manager and Westinghouse Legal.
- Employees must submit written consent and planned itinerary information to ALLSECURE at least 20 days ahead of travel.
  - ALLSECURE will conduct a thorough trip assessment and advise traveler of any issues that will change planned itinerary including an assessment of the on-the-ground security situation, transportation, travel routes, hotel/lodging, health and worksite.

# CSAR Level 5



## CSAR Level 5 Travel Continued...

- Ticketing will be allowed only after security assessment is complete and final authorization is complete.
- Prior to travel, ALLSECURE will conduct a verbal briefing and implement any necessary risk mitigation strategies such as personal protection, wellness checks and situational updates.
- Ensure they have the ALLSECURE Hotline number +1-443-569-8609 programmed into their mobile phone and/or have the ALLSECURE Hotline card with them.
- Complete Worldcue TRAVELER profile including at least two emergency contacts.
- Receive all required immunizations.
- Complete the ALLSECURE training on WECU including the "Safe Passage" travel security video.

# Questions?



## Contact information

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