Training, Monitoring & Communication

Best Practices for Travel Risk Management

Bruce McIndoe, CEO, iJET International

Bruce McIndoe
President – iJET International

Bruce is a recognized leader in the travel, intelligence, and risk management industries. As President and cofounder of iJET, Mr. McIndoe is a key contributor to the company's strategic growth.

His technical achievements and visionary approach drove Business Travel News in naming him one of the "Top 25 Most Influential People in the Travel Industry"

Mr. McIndoe teaches travel risk management for the GBTA Academy's Manager-Level Education Program and currently serves as Vice Chair of the GBTA Risk Committee. He speaks at numerous industry events and often n appears on television, radio, and in print as an authority on global travel and security issues.

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Where Do Programs Fail?

All energy & focus on planning

Project mentality - deliverable oriented

Management "checks off" and moves on

Failure to execute

Key Elements of Execution

Most Start with Response

"No brainer" for management

Need to be ready if something happens

Most outsource to 3rd party (or parties)

Typically leaves gaps

Frustrates employees in time of need

Totally reactive

Incident Response

… And Insurance – Economic Protection

Medical Insurance

Many policies such as Blue Cross cover employees on international travel

Travel Accident Insurance

Normally include 24x7 emergency assistance

Look for excluded countries

Specialty Insurance - K&R

Confidentiality

Response Only Creates Issues

Proliferation of providers

Multiple numbers to call

Support gaps - "not sure what to do"

Emergency response - not risk management

No global view of issues

No control over protocols - no lessons learned

Protects company but not employee

? ← **Feedback** ← **Incident Response**

24X7 "Hotline" Comms Center

Single number to call

Tailored to the organization

Supports both employees and crisis management program

Quickly activate teams

Provide factual information

Must be 24x7!

Benefits of an Integrated Program

Consistent "brand" to employees

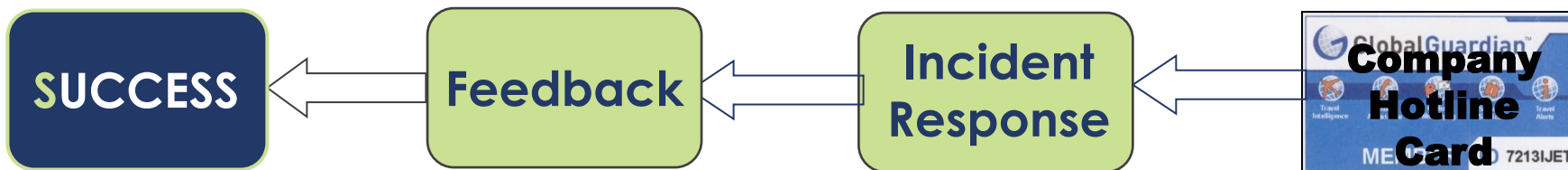**Company owned number - never changes**

Ability to change or add response providers

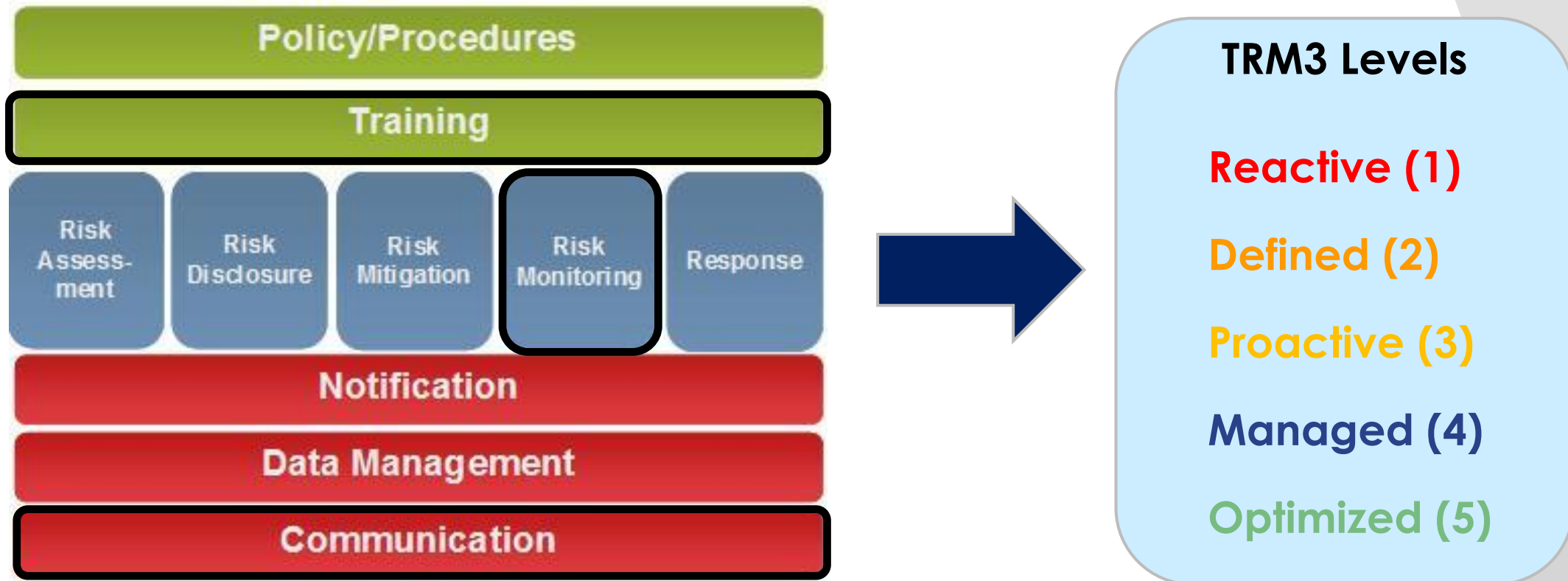**Control response protocols**

Implement lessons learned

Customize to the organization

Quickly adapt to changing situation

SUCCESS ← **Feedback** ← **Incident Response** ← **Company Hotline Card**

TRM Maturity Model (TRM3)

TRM3 Levels

Reactive (1)

Defined (2)

Proactive (3)

Managed (4)

Optimized (5)

Policy/Procedures
Training
Risk Assessment
Risk Disclosure
Risk Mitigation
Risk Monitoring
Response
Notification
Data Management
Communication

Program Communication

New Hire Orientation - Benefits

Ticket "stuffer" - paper & electronic

Post 24x7 contact info on intranet
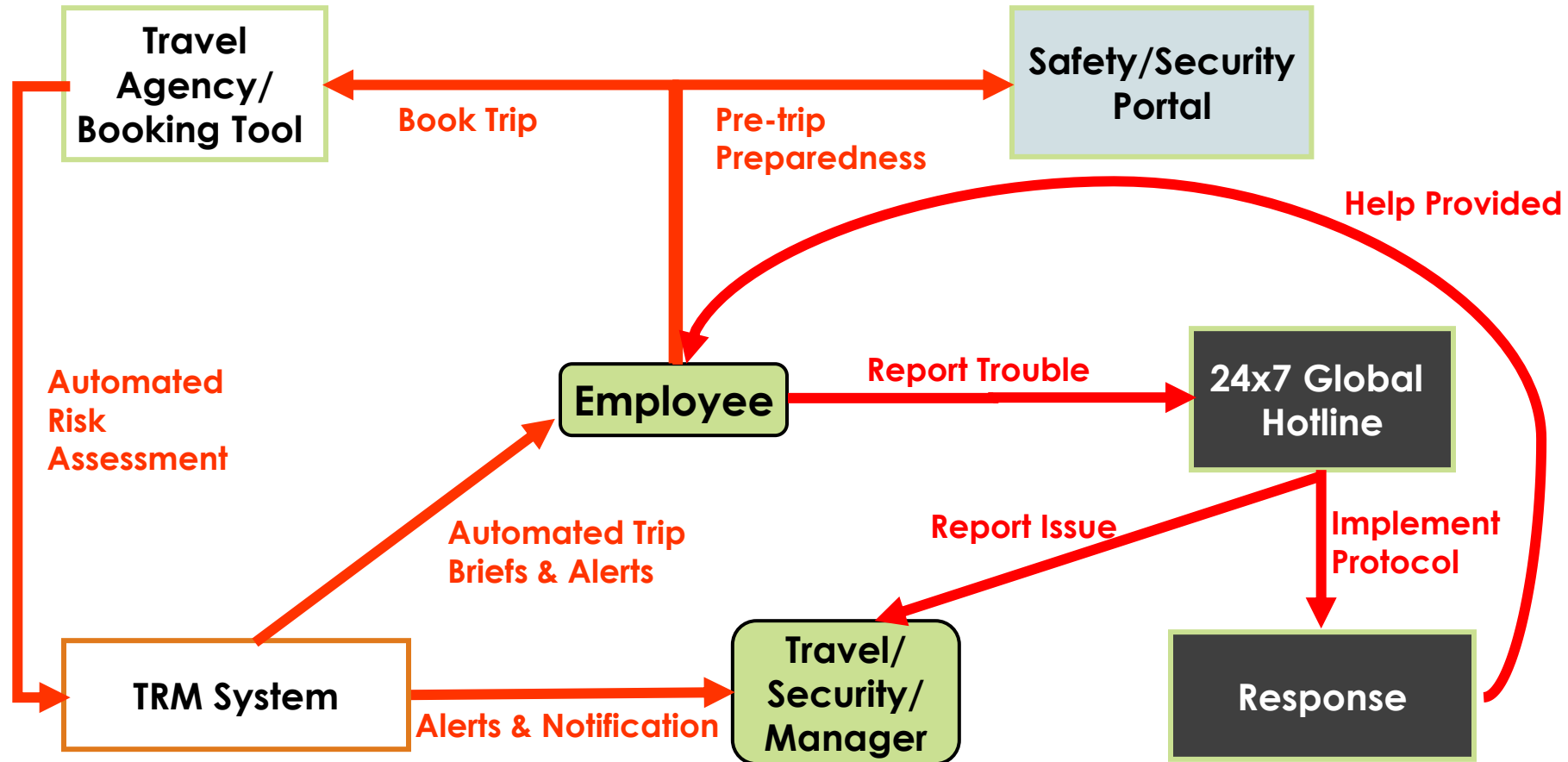
Emergency Wallet Card

Periodic articles in organization's newsletter

Needs to be on-going

Contextual Communications
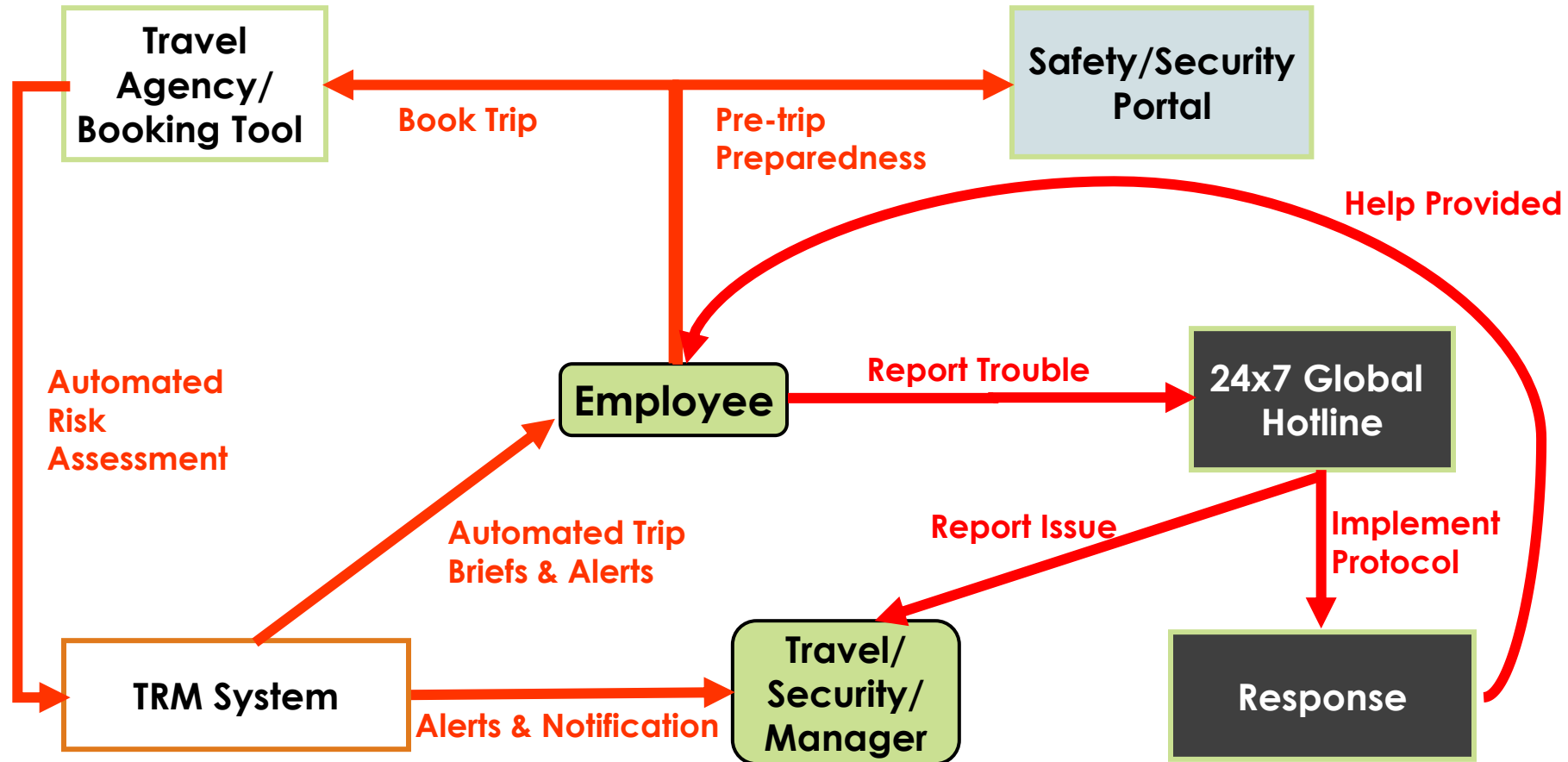
Contextual Communications

Manual or Automated Process?

This can be done manually

List of high risk or excluded locations

Awareness of current threats

Push information to traveler via e-mail

Notify risk/security department

Notify employee & organization if issues arise

Social Media Risks

Do not disclose travel plans social media sites.

Do not post while on travel – discloses where you are, and are not!

Caution on using Twitter or other IM software in high risk countries

Be cautious of who you friend – especially on travel

Consider having two personalities – "Open You" and "Closed You"

Communications – Critical Link

Higher Risk Destinations

Primary & backup communications plan

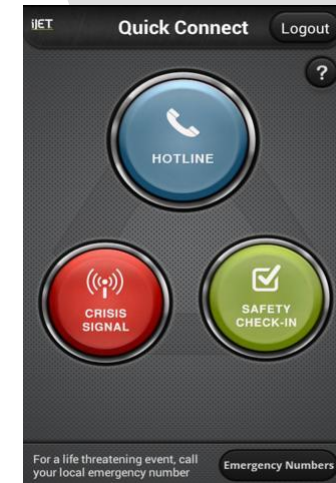International GSM cell phone (city)

Satellite phone (rural)

International calling card

Provide Key Contact Information

24x7 Hotline & Local office

Embassy (and alternate)

Police or Contract Security (as appropriate)

Proactive Protection – Avoid Problems

Training

Pre-departure information

International travel briefing

High-threat environment training

24x7 Monitoring

Identify higher risk travel

Communicate known threats & what to do

Training

24X7
Monitoring

Pre-departure Online Training
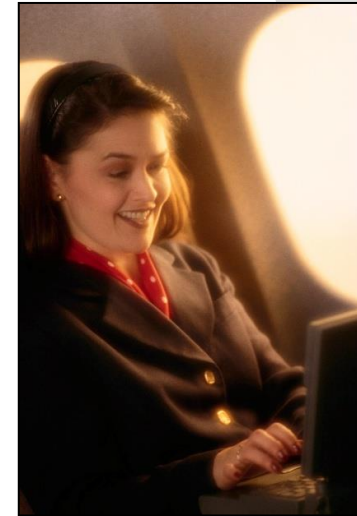
Online Training Modules

General Travel Safety & Security

International Travel Brief

High-Risk Travel Brief

Location-specific Briefing

May be required before issuing ticket

Some have annual "refresher" requirement

Does not need to be high cost!

Lots of Training Resources

Commercial Products – Instructor Led and On-Line

iJET University, Center for Personnel Protection, AKE, etc.

Just Google "*Travel Safety Training*"

"Free" Videos – YouTube and others

Example (1:30): http://youtu.be/T0R8-BcR424

Make Your Own

Lots of simple video editing tools

Return Verification & Survey

Require employee to acknowledge return

Automatically send survey

Any issues encountered

Customer satisfaction monitoring

Hotel feedback

Keep it simple - 5 to 7 questions

Take Away Thoughts…

Training provides highest ROI to reduce incidents

On-going, contextual communications is key

Effective monitoring ensures actions are taken quickly

2014 Global Congress on
Travel Risk Management

Questions?

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