Policy, Risk & Pre-trip Approvals

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Policy, Risk & Pre-trip Approvals

Susan Enners
Director of Sales & Marketing, APAC
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MAGNATECH®

SAFETOGO®

3 Dimensions of Incidents to Consider: Location / Category / Severity

Category of Alert

- Conflict and Terrorism
- Crime and Corruption
- Demonstrations, Strikes and Unrest
- Health and Medical
- Natural and Environmental
- Political Developments
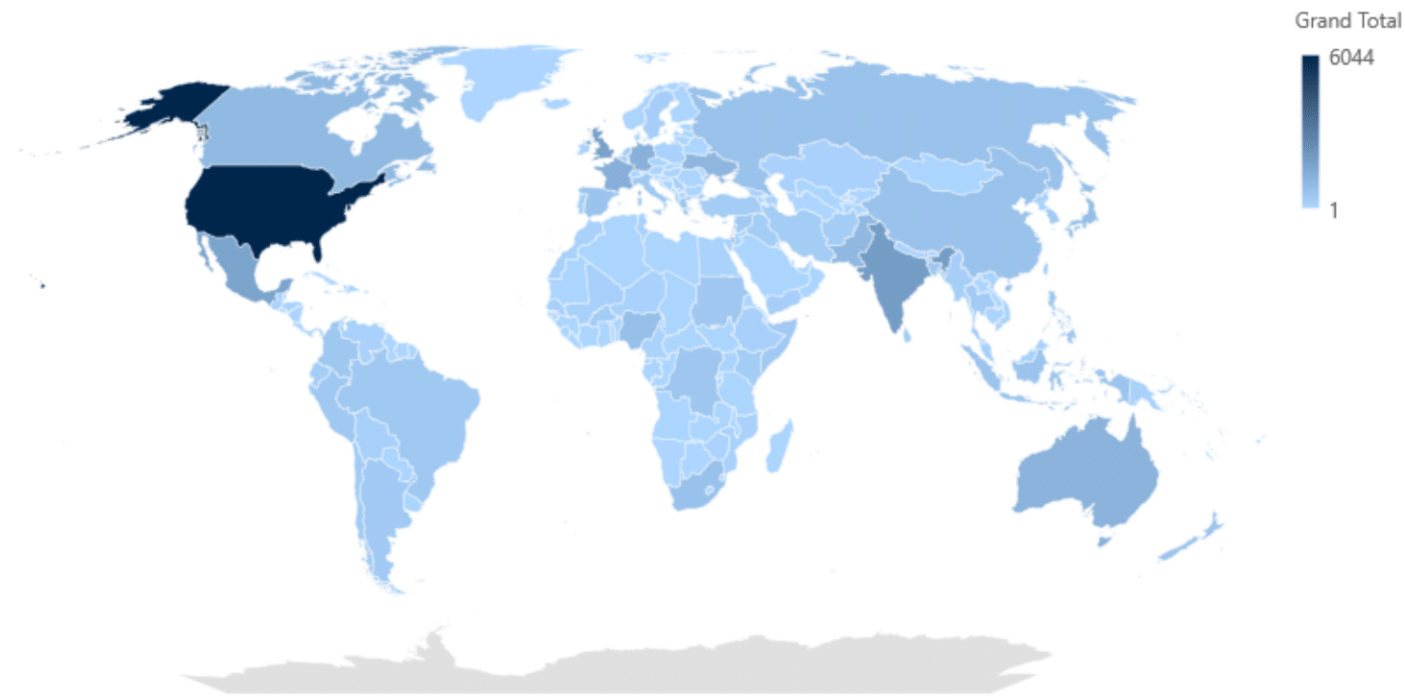- Travel Safety and Disruptions

Severity of Alert

- Low – e.g. passport/visa updates
- Moderate – e.g. protests/rally
- Medium – e.g. heavy rains
- High – e.g. flooding
- Extreme – e.g. bombing, fires

Concentration of Alerts by Country

Number of Incidents over the 2-year period: Sep 2022 – Aug 2024

Grand Total
6044
1

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1. UNITED STATES
2. ISRAEL
3. INDIA
4. UNITED KINGDOM
5. WEST BANK AND GAZA
6. MEXICO
7. FRANCE
8. GERMANY
9. AUSTRALIA
10. UKRAINE
11. LEBANON
12. PAKISTAN
13. CANADA
14. JAPAN
15. NIGERIA
16. SOUTH AFRICA
17. CHINA
18. RUSSIA
19. SPAIN
20. INDONESIA

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Country Contribution to Alerts
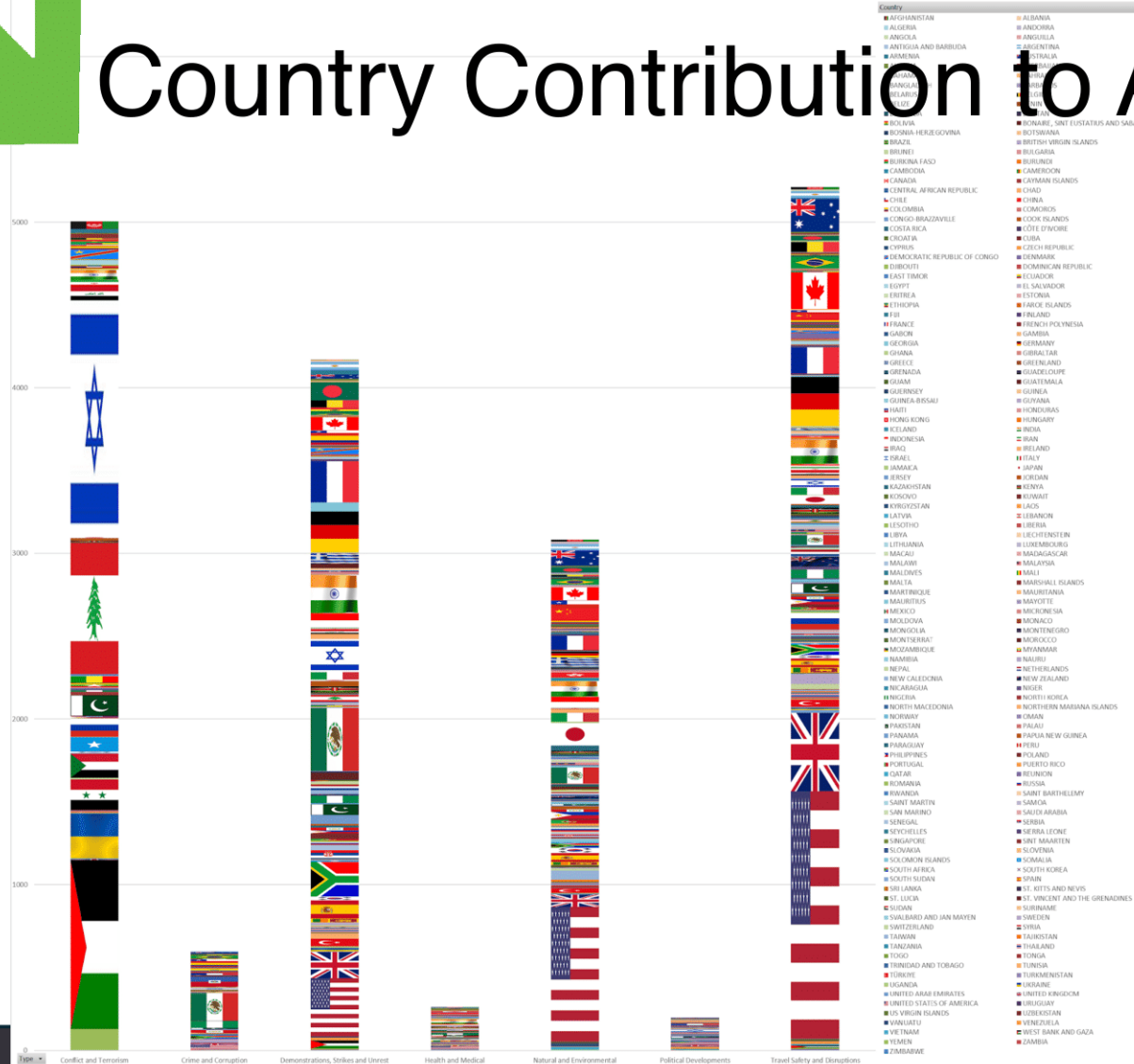
Sep 2023 – Aug 2024

- In the last 12 months there have been 18,530 unique alerts around the world…

- That's over 50 new alerts per day!

- (Any given day has ~180 alerts in the world)

Conflict | Crime | Strikes | Medical | Enviro | Political | Travel Disruptions

YOY Category / Volume Comparison
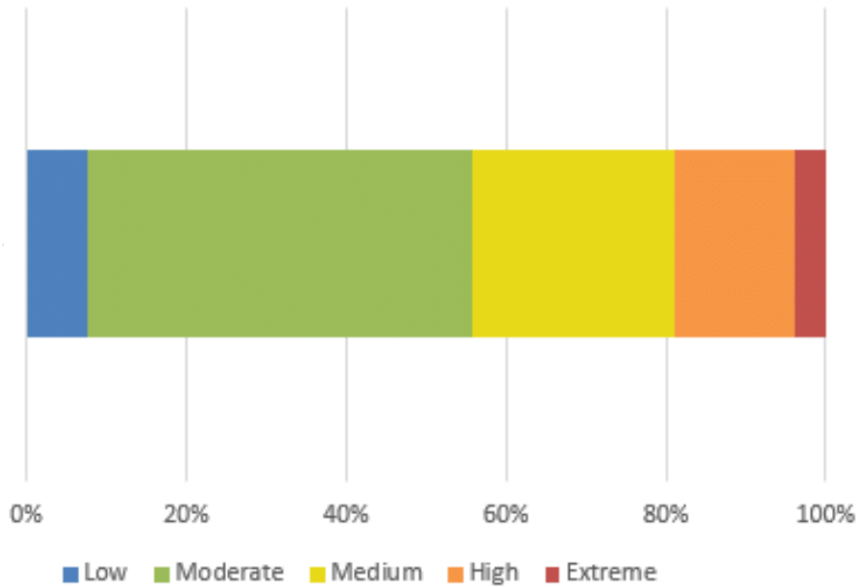
Sep 22 - Aug 23

Total 30,111 alerts

- Demonstrations & Strikes
- Travel Safety & Disruptions
- Crime & Corruption
- Conflict & Terrorism
- Natural & Environmental
- Health & Medical
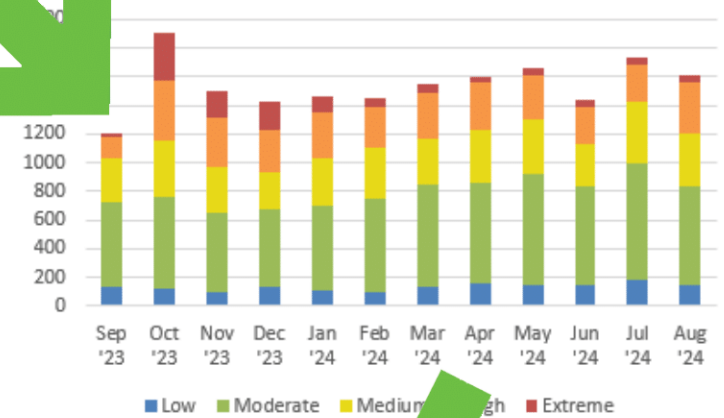- Political Developments

Sep 23-Aug24

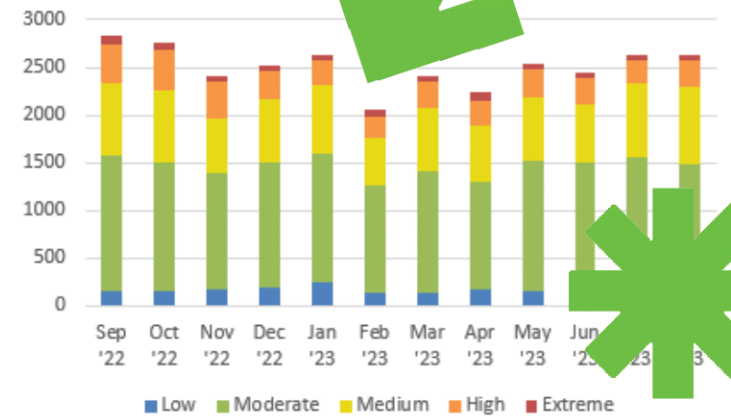Total 18,530 alerts

Severity of Incidents

2 Year Average of Alert Severity

Low   Moderate   Medium   High   Extreme

2023-2024 Alert Severity by Month

Low   Moderate   Medium   High   Extreme

2022-2023 Alert Severity by Month

Low   Moderate   Medium   High   Extreme

The Extremes

Worst Weather Months

High & Extreme Weather by Month in 2023
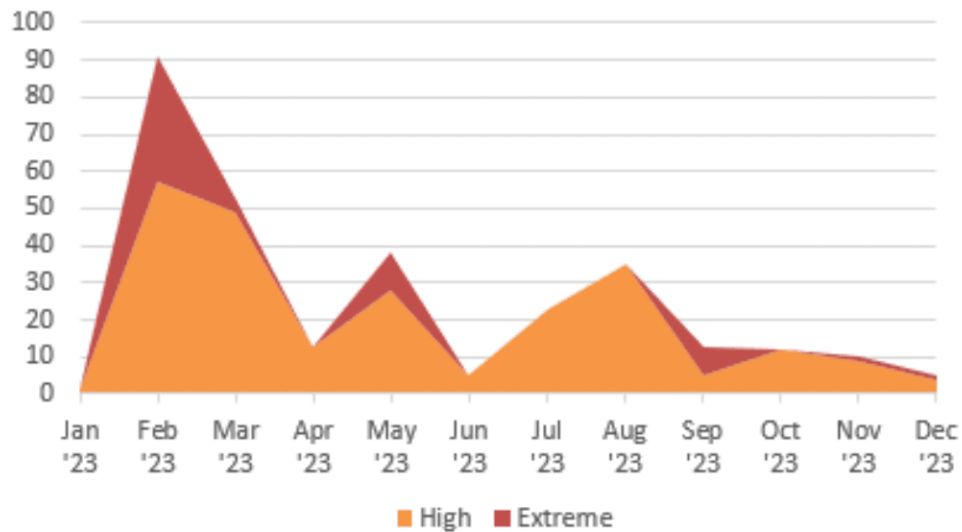
Top "Extreme" and "High" Severity Countries/Territories (any category)

- ISRAEL
- WEST BANK AND GAZA
- UKRAINE
- LEBANON
- PAKISTAN
- SUDAN
- SYRIA
- DEMOCRATIC REPUBLIC OF CONGO
- NIGERIA
- SOMALIA
- BURKINA FASO
- AFGHANISTAN
- CHINA
- YEMEN
- INDIA
- RUSSIA
- IRAQ

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Typical business destinations

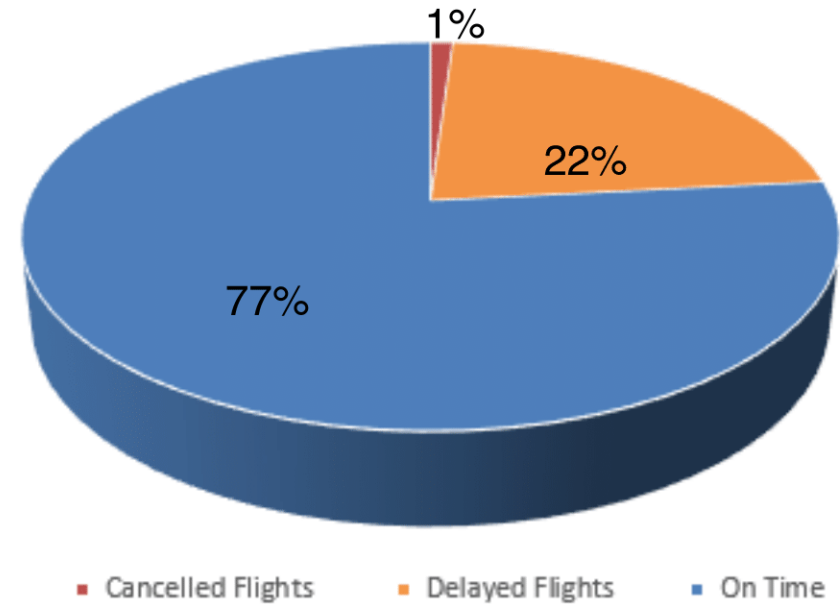CORPORATE TRAVEL SUMMIT
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How common are flight disruptions?

Total flights in Sept 24 across 100 airlines

1,770,769

Sept 24 Flight Performance across 100 airlines

1%

22%

77%

- Cancelled Flights
- Delayed Flights
- On Time

Source: OAG Flight Stats September 2024

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In Conclusion

✓ There are (180) issues in the world happening every day that we never hear about, but which can still significantly impact travel.

✓ The majority of issues are strikes/unrest and travel disruptions.

✓ Consider where your travellers are going and the relative location risk.

✓ February is predictably the riskiest month to travel.

✓ Being informed means being prepared.

✓ In extreme scenarios local authorities will issue evacuation plans.

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Policy and TMC Tech

Simple and Effective ways to Manage Risk and Duty of Care

Steven Morrow – Amadeus

GREEN

Do you need special systems?

- It depends... Is your travel particularly risky?

- Speak with your TMC about what they have available.

  - Reporting, Apps, Messaging Tools?

- **Any system is only as good as the data available.**

- There are some simple steps you can take to make sure you have the data you need to reach your travellers when they need help.

Some services you might use.

Online Booking Tools
- Store and update Traveller Information
- Guide and enforce Policy
- Useful reporting – including who is traveling where.
- Examples: **Concur, Cytric, Lightning, Neo, Savi, Zeno**
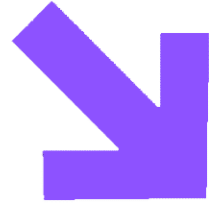
Traveller Tracking and Messaging
- Track and locate travellers
- Immediately SMS and email alert of disruptions, risks.
- Examples: **SAFETOGO, CTM Traveller Tracker, Cytric Care**

Global Assistance Services
- Pre-trip risk advice
- Risk Monitoring
- 24/7 Medical and Security assistance
- Manage safety, medical care and evacuatons.
- Examples: **ISOS, Global Rescue, Healix**

POLICY SETTINGS

- **Mandate** 100% TMC usage for all Travel.
    - Do not reimburse any travel related expenses that do not have a TMC itinerary.
    - It's the company's money!

- **Require** everyone to have a mobile number in their travel profile.

- **Require** a home address in the travel profile if they ever work from home.

- **Require** a hotel booking (through the TMC) for all overnight stays or provide an address for lodging.
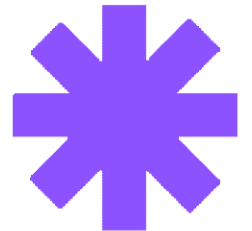
Make it Easy

- **Optimise Travel Policy**
  - Regularly survey your travellers about preferred hotels.
  - Leverage TMC service and advice
  - Don't restrict or block too much content online.
  - Use pre-booking approvals

- **Use Virtual Payments and Central billed cards**
  - Hotels and Airfares pre-paid by company means the employee isn't out of pocket waiting for reimbursement.
  - Expense reporting reduced or eliminated – freeing up time,
  - Policy applied at point of booking so better spend visibility.

- **Encourage traveller self-service through approved channels.**
  - Use an Online Booking Tool and encourage your travellers to manage their bookings online.
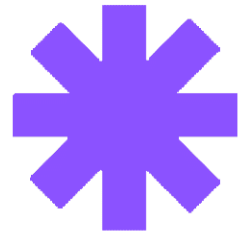
Thank you

Steven Morrow
Sr Partner Account Manager, APAC

Amadeus
Cytric

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Travel management resources

Karen McGilvray
Corporate Travel Management