



Staying Safe and Healthy While Working Abroad

HOW TO CONDUCT A
SYSTEMATIC RISK ASSESSMENT
FOR OCCUPATIONAL
HEALTH AND SAFETY



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Preamble



Every organisation has a Duty of Care responsibility towards its workforce, no matter if they are in the manufacturing or services industry, if they operate in an office or at a construction site, domestic or abroad. Just as the type of work varies, so do the risks associated with the job. In order to fulfil their Duty of Care responsibility, it is essential for organisations to conduct a systematic assessment for all work-related risks.

The aim of this guide is to raise awareness of the specific risks associated with business travel and secondments abroad. While risk assessment guides do exist for many hazards, no such guide has been available for mobile workforces in Germany. This is where the project started, aiming to close a gap within risk assessment literature in this market.

This guide is based on the original German version “Leitfaden zur Erstellung der Gefährdungsbeurteilung – Berufliche Auslandsreisen und Entsendungen”, which was published in January 2019. Following huge demand, the International SOS Foundation together with its co-publishers the Professional Association of Raw Materials and Chemical Industry (BG RCI) and the Heinrich-Heine University Düsseldorf, has decided to develop an international, English version of this guide in order to make it available to a wider audience.

London, October 2019



Foreword

VISION ZERO – Beyond Compliance!

Every employee has the fundamental right to life and physical integrity. However, the dramatic number of accidents either at work or on the road, coupled with work-related illnesses show that all over the world, we still have a long way to go when it comes to this basic human entitlement.

VISION ZERO by ISSA, the International Social Security Association, is a promising new prevention strategy and reflects a fundamental attitude that every work accident or work-related road accident and every work-related illness can be prevented if the right measures are put in place in advance. A primary aim is to prevent accidents and diseases that lead to fatalities or permanent damage to health.

What is the link between this Guide and VISION ZERO?

Proactive identification, assessment and management of risks that employees are exposed to, are an essential component of VISION ZERO to the extent that one of its Seven Golden Rules is centred on identifying hazards and controlling risks.

In a more and more global world where businesses are active on a global scale and supply chains do not stop at national borders, employees are exposed to various risks – sometimes these can arise from critical working conditions abroad, unknown situations regarding personal

security, or influences from local climate and health conditions. All of this should be considered when conducting an adequate risk assessment.

This guide offers a thorough overview of the different challenges that may arise and aims to support managers as well as employees to be sufficiently prepared for these and to do everything possible to avoid or manage critical situations.

Geneva, October 2019



Helmut Ehnes

VISION ZERO Steering Committee
of ISSA | Chair,
ISSA Mining | Secretary General

Executive Summary



For organisations around the globe, foreign business has become more important than ever before. The global export volume for 2017 was around 16.5 trillion US dollars.

Perhaps unsurprisingly, this trend corresponds with more and more work-related trips or permanent assignments abroad. These no longer take place only in well developed areas with adequate medical infrastructure and a stable security situation; remote destinations with inadequate medical care and increased security risks are among the most important sales markets for companies.

Overseas workers and expatriates, as well as accompanying relatives and subcontractors can be exposed to different health and safety risks because of their stays abroad. Employers have a Duty of Care to protect their mobile work force from these risks and threats.

As a result, hazards must be evaluated in advance and appropriate precaution must be taken in order to reduce risks and to be able to provide rapid support in the event of an emergency. All employers are required to record and evaluate all risks and hazards by applying an organisation-specific risk assessment

procedure. Its results provide the basis for appropriate protective and preventive measures that the organisation should implement.



This guide explains:

- the steps included in the risk assessment process
- how organisations should undertake their risk assessment
- which hazards should be identified within occupational health and safety, health protection and travel security abroad
- preventive and acute measures can be taken to ensure the health, safety and security of mobile workers and to fulfil the Duty of Care

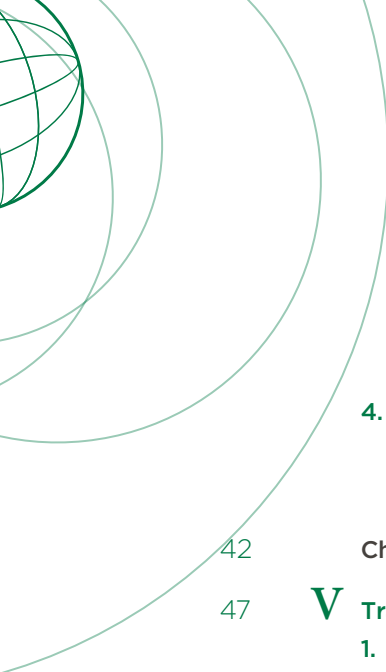
Source:

WTO – World Trade Organization (2019): World Trade Statistical Review 2019, viewed 12 October 2019, www.wto.org/english/res_e/statis_e/wts2019_e/wts2019_e.pdf.

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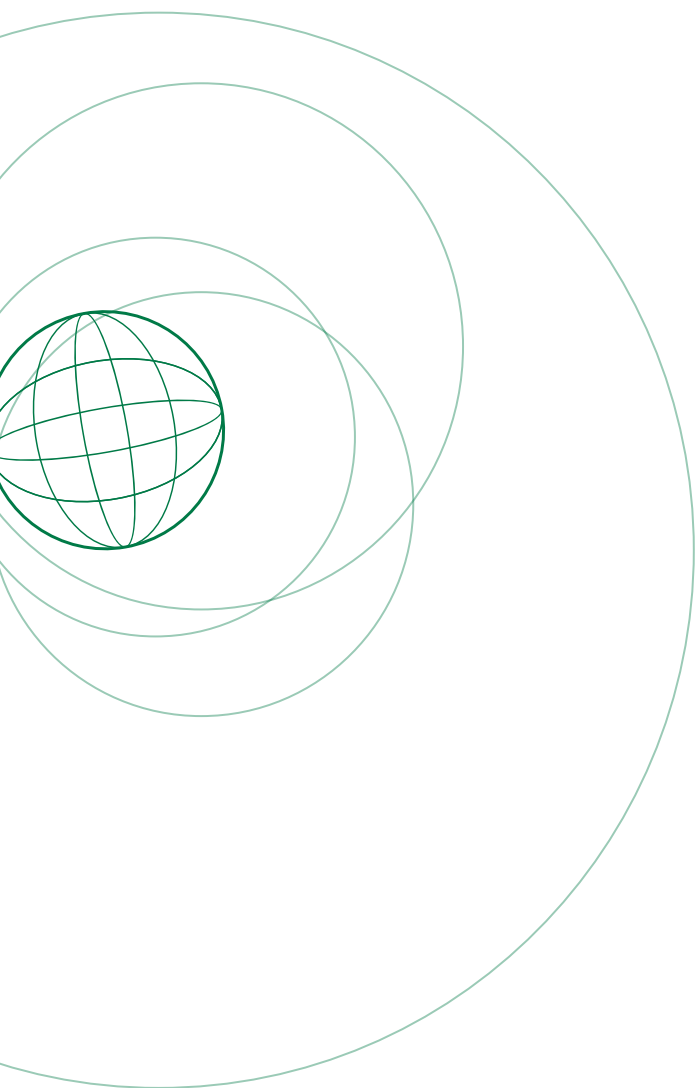
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Legal foundations



I

➤ Duty of Care is defined as ‘a requirement that a person or organisation acts towards others and the public with watchfulness, attention, caution and prudence in a manner that a reasonable person would in a similar circumstance.’

1. Duty of Care for a mobile workforce

Today’s international organisations have a large proportion of business travellers, expatriates and international assignees. Employees who travel across borders often find themselves in unfamiliar environments and situations, subject to increased risks and threats, and at the same time less prepared to handle these situations than if they were in their home country. As a result, employers carry an increased ‘Duty of Care’ obligation to protect their employees from these unfamiliar – yet often foreseeable – risks and threats. This obligation is embedded in most western countries’ legislation, albeit with great diversity. In its broadest sense, Duty of Care is defined as ‘a requirement that a person or organisation acts towards others and the public with watchfulness, attention, caution and prudence in a manner that a reasonable person would in a similar circumstance.’

In addition to an employer’s responsibility, there is a growing expectation

of ‘Duty of Loyalty’, whereby ‘the duty of an employee is not to compete with the interest of the organisation and to follow the employer’s Duty of Care policies and procedures.’ In a Duty of Loyalty culture, employees willingly cooperate with travel risk management guidelines – even if these policies curtail employee ‘privacy’ for example in terms of the employer’s knowledge of their whereabouts.

Taken together, Duty of Care and Duty of Loyalty refer to a broad culture in which employers care about the health, safety, security and well-being of their mobile workforce (and their dependents) and develop and deploy appropriate travel risk management approaches to protect them from possible harm.



2. International Labour Organization (ILO)

The International Labour Organization (ILO) is an organisation of the United Nations comprised of 187 member states. It is responsible for promoting social justice as well as human and labour rights. The ILO standards do not bind the individual person (e.g. employer, occupational health professional) but rather the member states and only to the extent that they have ratified the respective ILO convention. The regulations only apply to the wider population if they are implemented into national law (transformation law). Ratification of the ILO standards is voluntary. No member state can be forced to do so, not even if the delegates of the country have agreed to the convention.

The basis for the assessment of risks related to overseas assignments is formed by ILO Convention 155 on Occupational

Health and Safety and the Working Environment, 1981 (entered into force on 11 August 1983) and the supplementary ILO Recommendation 164 on Occupational Health and Safety and the Working Environment of the 67th session of the General Conference of the International Labour Organization. The ILO requirements on health and safety, including the assessment of working conditions, refer explicitly to all places where employees are asked to stay or go for work purposes and which are subject to the employer's direct or indirect right of disposal. Thus, the employer must also record and document the assignment or postings of its employees abroad, while considering the specific associated strains and environmental conditions during the assessment of the workplaces.

3. International Social Security Association (ISSA)

The International Social Security Association (ISSA) is the principal international institution bringing together social security agencies and organisations. ISSA's aim is to promote dynamic social security as the social dimension in a globalised world by supporting excellence in social security administration. Prevention has been on the association's agenda since its creation in 1927. Bringing together social security and prevention experts from over 340 social security institutions in more than

140 countries, ISSA offers a global platform and a unique network for all those in social security that are concerned with the health of workers.

ISSA has its headquarters at the International Labour Office, in Geneva. Beyond the traditional focus on occupational safety and health, the association supports social security policies that foster preventive approaches to protect and promote workers' health and employment in all branches of social security.



ISSA has developed internationally recognised Guidelines on Occupational Risks, Workplace Health Promotion and Return to Work to support employment injury schemes, such as accident insurances and workers' compensation boards in their quest to further develop their prevention services.

The vision of dynamic social security provides a framework for ISSA's actions. It refers to social security systems that are accessible, sustainable, adequate, socially inclusive and eco-

nomically productive, and that are based on functioning, well-governed, proactive and innovative social security institutions. ISSA provides access to information, expert advice, business standards, practical guidelines and platforms for members to build and promote dynamic social security systems worldwide. To implement a range of projects and activities in prevention, the ISSA Secretariat works closely with the Special Commission on Prevention and its unique network of International Prevention Sections.

4. EU Guidelines

Within EU directives, there is a distinction between 'internal market directives' under Article 114 of the Treaty on the Functioning of the European Union (TFEU) and 'health and safety directives' under Article 153 TFEU. Internal market directives are to be implemented 1:1 in all member states; in the case of occupational health and safety

directives, the member states have the option of implementing additional stricter requirements.

Framework Directive 89/391/EEC – Safety and health at work

The European Framework Directive on Safety and Health at Work (Directive





89/391/EEC), adopted in 1989, was an important milestone in improving safety and health at work. This Directive establishes minimum safety and health requirements for all EU member states but leaves member states free to adopt or maintain more stringent provisions.

Some of the provisions introduced by the Framework Directive in 1989 led to significant improvements, including in the following contexts:

- The term 'working environment' has been defined in accordance with ILO Convention 155 on Occupational Health and Safety and the Working Environment and describes an approach which considers both technical safety and the general prevention of damage to health.
- The Directive requires employers to take appropriate preventive measures to make work safer and healthier.
- One of the key elements of the Directive is the principle of risk assessment: the Directive introduces this principle and describes its main elements (e.g. the identification of adverse effects, the involvement of workers, the introduction of appropriate measures to prioritise the control of possible risks directly at source, documentation and regular re-assessment of risks at the workplace).
- The commitment to preventive measures implicitly underlines the importance of new forms of safety and health management as part of general management processes including risk management.

5. Risk management – Guidelines DIN ISO 31000:2018-10

There are two main reasons for an organisation to be proactive when dealing with risks. Not only are there the obvious liability issues to consider, but also general business management and continuity reasons.

- Risks arise from the fact that the effects of business decisions can only be predicted to a limited extent. Therefore, one of the most important tasks of company management is to identify risks, assess them and subsequently manage them through appropriate measures. Liability risks for board members, managing directors

and plant managers are increasing. Any liability presupposes a breach of company obligation. Avoiding liability risks means knowing/identifying, delegating, updating, fulfilling, documenting and controlling company obligations. These six tasks are critical for the management teams of organisations.

According to the respective national legal and also stock exchange legal requirements (e.g. the German Corporate Governance Codex or the Sarbanes-Oxley Act for companies traded on the US stock exchange),

large and small companies must avoid foreseeable risks. Board members, managing directors and plant managers must ensure that this is the case and work towards it at subsidiaries.

- Furthermore, most companies are dependent on bank loans. The cost of obtaining a loan will depend largely on their rating. A brilliantly rated AAA entity (the highest credit rating) pays significantly less for a loan than, for example, a B-rated client. A bank receives its rating by assessing the books of the client, but above all the way in which the client demonstrates appropriate risk management is being assessed. This is demanded by the Basel Committee for Banking Supervision (Basel III), founded in 1974 by the G10 countries and significantly influences the risk rating.

In addition to the fundamental task of securing the company's existence, good risk management practices fulfils the banks' demands for the organisation to consciously deal with its conceivable risks. Improved risk management helps to reduce the borrower's probability of default, as fewer unforeseen situations occur and the procedure for the possible

occurrence of such situations has been thought through beforehand. The lower probability of default can thus be reflected in an improved rating.

ISO (International Organisation for Standardisation) is a worldwide association of national standards for organisations. The standard DIN ISO 31000:2018-10 'Risk management - Guidelines' defines guidelines for the treatment of risks to which organisations are exposed. The application of these guidelines can be adapted to any organisation and its context. DIN ISO 31000 is a supporting standard for all management system standards in order to implement a risk-based approach.

The future ISO/AWI 31030 'Risk management - Managing travel risks - Guidance for organisations' will provide this risk management standard with a special reference to the assessment of risks during professional stays abroad. This intends to provide guidance on managing the risk associated with a mobile workforce. The application of these guidelines can be customised to any organisation and its context. It recognises the terminology, principles, process, and framework outlined in the ISO 31000:2018.

6. VISION ZERO by the International Social Security Association

The International Social Security Association (ISSA) sets itself the task of ensuring social security for individuals and employees on the international

stage. This includes every aspect of social security, from pension insurance to health insurance to accident insurance. ISSA advises its 350 members in 160





countries on all matters regarding the sustainability of social security systems.

In the field of occupational accident and disease insurance, 14 international departments are aligned to different industries and deal with effective prevention of accidents and diseases. The aim is to develop practical prevention solutions for the benefit of businesses, leaders, managers and employees alike.

What is VISION ZERO?

VISION ZERO is about nothing less than people's life and health – our most valuable asset. Alongside this, it also focusses on the success of enterprises, efficient production, and motivated, productive employees. VISION ZERO is a strategy for more effective prevention that is based on results and characterised by values. It goes beyond compliance by offering a simple, clear and emotional concept to industry leaders, politics and all stakeholders.

The prevention strategy supports a clear message. It is based on the belief that preventive measures can lead to a working environment, even in high-risk industries like mining, where occupational accidents should be outdated, and no one is fatally injured or suffers lifelong injuries or illnesses.

VISION ZERO's 7 Golden Rules to implement at the workplace

How can VISION ZERO be successfully implemented at the workplace? What can leaders, employers, managers, staff representatives and supervisors, do?

The strategy focuses on seven success factors, the so-called Seven Golden Rules, which have been extracted as

best practices from the experience of more than 1,000 managers, supervisors and prevention experts:

- 1. Take leadership – demonstrate commitment**
- 2. Identify hazards – control risks**
- 3. Define targets – develop programmes**
- 4. Ensure a safe and healthy system – be well-organised**
- 5. Ensure safety and health in machines, equipment and workplaces**
- 6. Improve qualifications – develop competence**
- 7. Invest in people – motivate by participation**

For each of these Seven Golden Rules, the VISION ZERO Guide offers practical tips for checking what has already been successfully implemented at the workplace and where there is room for improvement. It provides a quick and easy overview of the status of safety at the company, which leads to a prioritised list of remedial measures. The aim was to create a lean and manageable instrument, which is in line with the country-specific legal framework.

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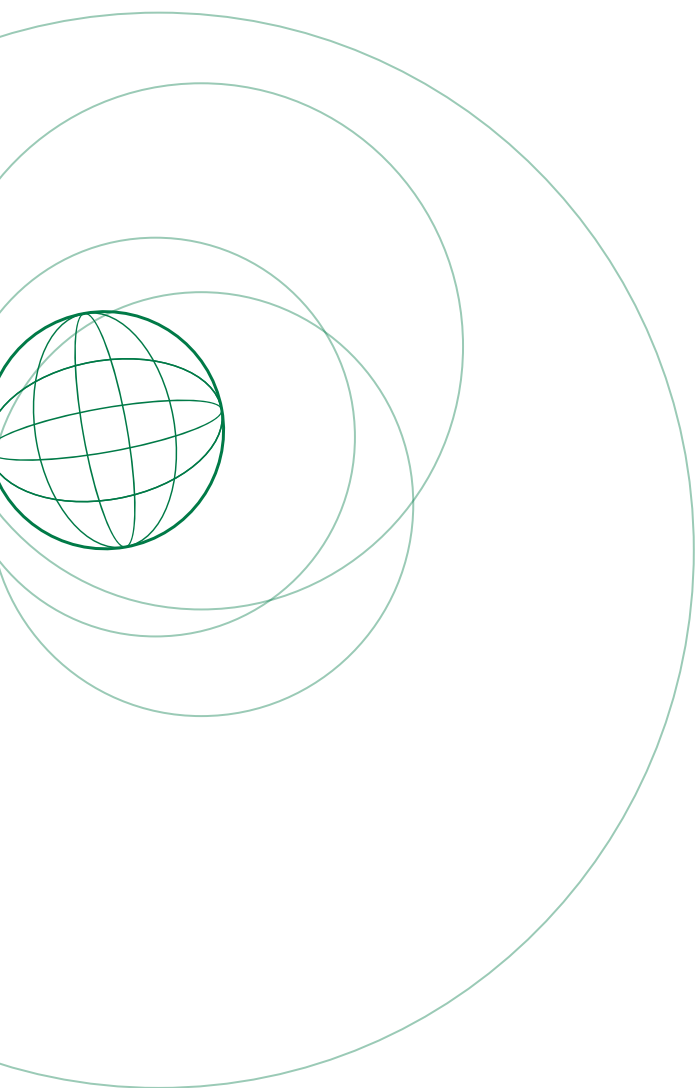
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Risk assessment – An introduction



II

> Implementing a risk assessment in seven steps has proven itself in practice.

This guide provides recommendations on the preparation and conduct of risk assessments based on outlined legal requirements. It contains a detailed description of possible hazards and proposes measures regardless of the business industry. At the end of each chapter there is a checklist intended to help organisations evaluate their own measures and processes. The topics of occupational safety and health, health protection as well as travel security abroad are covered. They must ultimately be integrated by each organisation into a comprehensive risk assessment covering all hazards and risks.

1. Definition and objective

The risk assessment consists of a systematic identification and assessment of hazards and stress to which workers are exposed at their workplace, including the definition of necessary protec-

tive measures. The aim of a risk assessment is to avoid, as far as possible, any risk to life and physical and mental health and to keep the remaining risk as low as possible.

2. The seven steps of a risk assessment

Implementing the risk assessment in seven steps has proven itself in practice. (fig. 1). These steps are: 'Prepare', 'Identify', 'Assess', 'Define', 'Implement', 'Review' and 'Update'. The entire process must be carefully documented.

The first step, **preparation**, serves to determine the documents, regulations and laws to be observed, but also to de-

fine responsibilities and obtain the support of various departments.

Risk identification, then helps for example to determine which groups are particularly vulnerable such as employees with chronic diseases.

The next step is to **assess** the risks identified and to decide whether there is a



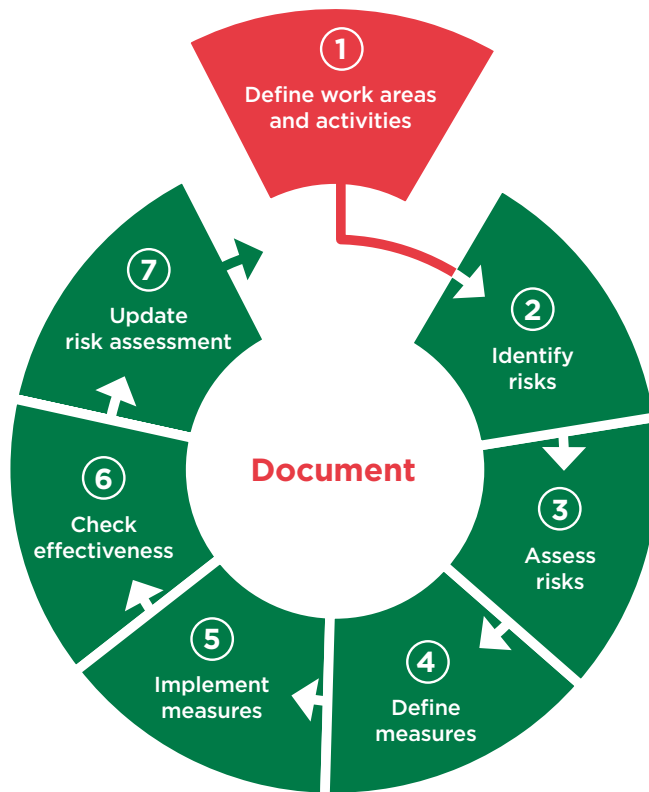
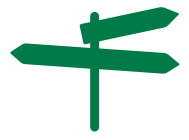


Figure 1:
The risk assessment process in seven steps
(Source: Adapted from www.bgw-online.de)

need for action. The following step is to **define** measures which will be then **implemented** and regularly **checked** for

their effectiveness. The entire process must be **documented** carefully.

3. Preparation

a Implementation and responsibilities

As a rule, the responsibility for risk assessments lies with the company management. Occupational health and safety

specialists and occupational doctors offer respective guidance to the management. In the case of assignments abroad, travel security experts should also provide advice on possible security risks associated with business trips.

While in large and medium-sized organisations these functions are mainly filled in-house, in smaller companies, external experts for occupational health and safety as well as occupational medicine often support the implementation of the risk assessment. The overall responsibility, however, usually remains with management.

b Risk assessment put into practice

The risk assessment must be carried out for all workplaces and work-related processes. Any person deemed to be an employee of the organisation must be included. Formally, therefore, groups such as family members of seconded employees, workers on maternity or parental leave, but also employees of subcontractors or employees with local employment contracts abroad are not among those for whom such a risk assessment must be legally carried out. Organisations should, nevertheless, involve these groups in

their preventive measures and processes, as they do have a moral obligation. Further reasons to involve these groups in the protective measures are business continuity in the event of crises, brand and resource protection, as well as the aim to increase attractiveness as an employer (employer branding).

A company should furthermore determine how to approach so-called bleisure trips. Every year, 20 percent of business travellers combine business trips with leisure time. This mixture of business and leisure trips changes requirements on the employer's Duty of Care. Finally, risk assessments should also cover meetings or events that may be attended by employees as well as external participants.

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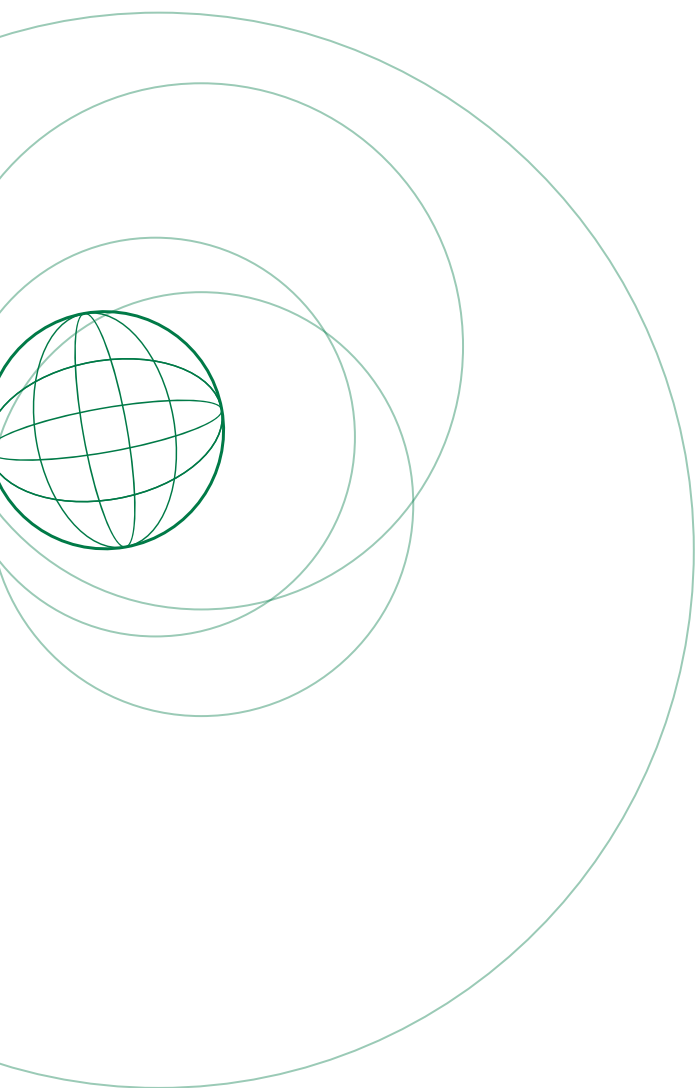
Checkliste: Preparation

Are we aware of the legal requirements or has legal advice been sought?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Have the responsibilities for risk assessments been clarified?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Do we have the support of the departments involved?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Do we need to approach external consultants for occupational health and safety or travel security experts?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Have the specific needs of business travellers and expatriates been considered?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Has it been determined which groups of people are to be included in the risk assessment process (e.g. family members, students, workers on maternity/parental leave, subcontractors)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Have any specific requirements been considered, e.g. for LGBTQ travellers, solo female travellers, older travellers, disabled travellers?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?

Is it documented in which cases a risk assessment is required (Travel Risk Policy)?	<div>Y</div> <div>N</div>	Who?	Until when?
Have events (with internal and external participants) been included into the risk assessment?	<div>Y</div> <div>N</div>	Who?	Until when?
Has it been determined how the risk assessment process is to be documented (compliance)?	<div>Y</div> <div>N</div>	Who?	Until when?
Are mechanisms in place to determine at what intervals the risk assessment process should be reviewed?	<div>Y</div> <div>N</div>	Who?	Until when?







Occupational safety abroad



III

> Work-related road accidents are the most frequent type of injury – even ahead of work accidents.

Employees travelling abroad should be entitled to the same level of safe working conditions as in their home country. However, there are several special considerations that need to be acknowledged when employees are deployed abroad. It is important to be aware of legal requirements and occupational health and safety regulations in the home country as well as in the country where the mobile worker is travelling to or will be deployed.

Often a distinction has to be made between whether companies send employees for a limited time period or whether employees are to work abroad on a more permanent basis.

The following chart (fig. 2) provides organisations with an overview of the aspects to be included in a comprehensive risk assessment process with regards to occupational health and safety.

Traffic accidents, specifically those that happen while commuting to work, are the most frequent type of injury, ahead of accidents at the workplace. Less stringent occupational safety standards on foreign construction sites bear additional risks.

Chemical substances can lead to health risks in terms of occupational accidents (injuries, thermal and chemical burns, suffocation), occupational diseases (al-

lergies, intoxications) or work-related health hazards or even illnesses.

All the above factors must also be evaluated during business travel and assignments abroad.

The following checklist contains a few points that should be considered to ensure safety at work during assignments abroad.





INFORMATION ABOUT

- Work processes
- Accidents and near-accidents
- Work equipment used
- Hazardous substances used
- Work-related illnesses and occupational diseases
- ...

EVALUATION

- Need for instruction
- Procedural instructions
- Inspection intervals for work equipment
- Operating instructions for work equipment, work processes and hazardous substances
- ...

Figure 2:
Aspects of a comprehensive risk assessment in occupational health and safety
(Source: Adapted from www.bgrci.de)

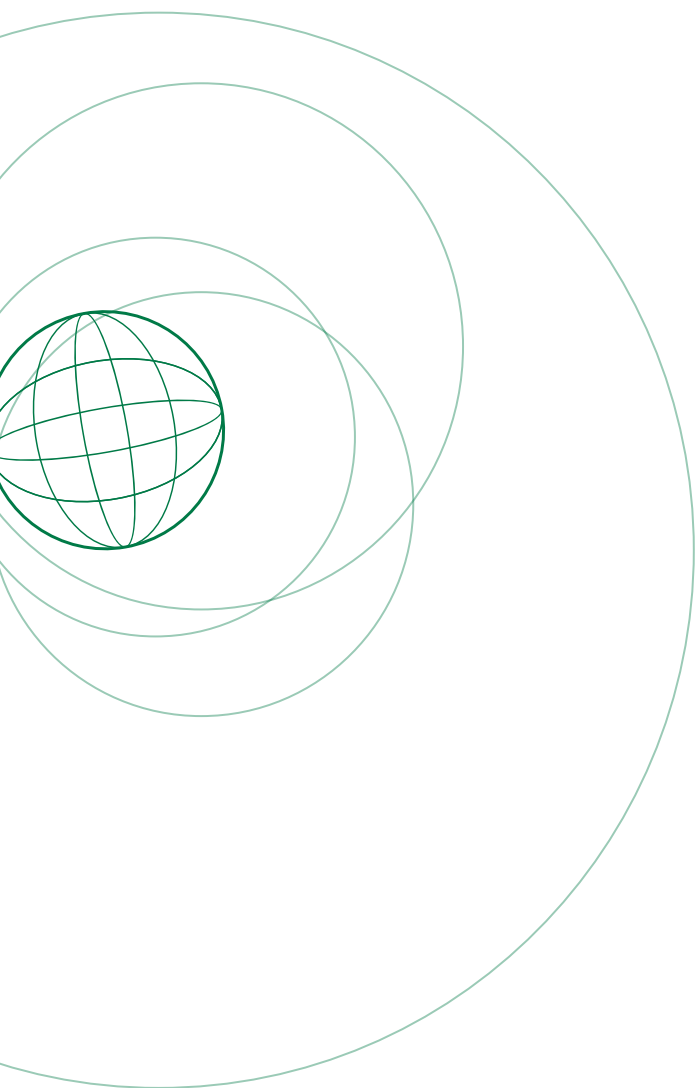
Checkliste: Occupational safety abroad

Have we ensured that all health and safety regulations of the travellers' home country are also applied to the activities undertaken abroad?	<div>Y</div> <div>N</div>	Who?	Until when?
Is the organisation familiar with the health and safety regulations of those locations where they will be sending employees to work?	<div>Y</div> <div>N</div>	Who?	Until when?
Has a private accident insurance policy been procured?	<div>Y</div> <div>N</div>	Who?	Until when?
Can the assignment be accomplished (parameter of 'people-oriented work design', e.g. the existence of clear work instructions and suitable work equipment)?	<div>Y</div> <div>N</div>	Who?	Until when?
Have we done a comprehensive risk assessment of the on-site tasks?	<div>Y</div> <div>N</div>	Who?	Until when?
Has the accident risk of the trip or assignment abroad been evaluated (traffic accidents, work safety on construction sites, etc.)?	<div>Y</div> <div>N</div>	Who?	Until when?
Is there any information available on work-related illnesses and occupational diseases?	<div>Y</div> <div>N</div>	Who?	Until when?





Is the appropriate PPE (personal protective equipment) available on-site?	<div>Y</div> <div>N</div>	Who?	Until when?
Is work clothing available that is suitable for the local climate?	<div>Y</div> <div>N</div>	Who?	Until when?
Are there necessary and suitable tools available on-site? If not, are we allowed to import them into the country?	<div>Y</div> <div>N</div>	Who?	Until when?
Is the employee familiar with the use of the tools available on-site and have they been instructed accordingly?	<div>Y</div> <div>N</div>	Who?	Until when?
Are the risks when working with hazardous substances known?	<div>Y</div> <div>N</div>	Who?	Until when?



Occupational health protection abroad



IV

> It is not only the destination of the assignment but also the physical and mental health condition of the traveller that must be accounted for during a risk assessment.

During their assignment abroad and depending on the respective location and duration, employees are exposed to diverse risks. Specific situations, such as prolonged assignments in high-risk rural areas of developing countries, may give rise to health hazards. Even in regions that initially appear safe, employees may be exposed to significant health risks, such as infectious diseases, extreme climatic conditions, unsafe or poor quality of food and water, or sexually transmitted diseases and infections. Many of these risks could exacerbate minor health problems that would be no problem in developed regions.

The following overview illustrates the medical risks to be considered by mobile workers and offers recommendations for preventive measures. The checklist at the end of this chapter enables companies to evaluate their own internal measures and processes.

1. Traveller's and company profiles

It is not only the destination of the assignment but also the physical and mental condition of the traveller that must be accounted for during a risk assessment. Organisations should also consider: What underlying diseases does the traveller have? What is the gender and age of the traveller? Are they an experienced traveller? At the same time, it is important to look at the organisation itself in the assessment

process and clarify in which countries the company operates, what the organisation does on-site and what the local conditions are.





2. Medical risks at the destination abroad

a Infectious diseases

Infectious diseases, especially those preventable by vaccines, are usually the first risk that comes to travellers' minds. For tropical countries, the chance of being exposed to malaria must be evaluated. Other common vector-borne diseases, such as dengue and chikungunya, should also be assessed. (Vector-borne diseases are infectious diseases whose pathogens are transmitted by vectors such as mosquitos or ticks.)

In addition, water- and food-borne diseases such as typhoid fever, cholera, hepatitis A and travel diarrhoea may pose a risk. Tuberculosis is still widespread in many parts of the world and cases of meningitis are frequently encountered when travelling to densely populated areas. Where hygiene is inadequate, there is the risk of blood-borne infections during hospital treatment, and information on sexually transmitted diseases is necessary.

b Medical infrastructure and accident care

Before seconding an employee, the employer should be well-informed about how and where medical treatment can be provided, where the limits of the local healthcare system are in terms of medical treatment, and how further medical care, from local treatment to repatriation, is organised in case of serious illness or injury.

Local access to medical facilities may vary strongly within country: In the metropolises of large countries such as

Russia, Brazil, India, China or South Africa, medical centres with excellent diagnostic and treatment facilities are available, while there is an extreme shortage of medical services in the countries' more remote areas.



The existence and structure of a reliable rescue system strongly influences local medical care. It needs to be verified whether the local system is reliable and operates within acceptable activation times. In some countries there are no ambulances at all, and in many countries, such as China, Russia, Turkey or various Eastern European countries, ambulances can be called nearly exclusively in the respective local language. There must also be clarity as to whether general medical care is provided for general medical problems such as colds, back pain or gastrointestinal infections, or whether



patients with these problems should be hospitalised. Therefore, it is advisable to know the appropriate local facilities at the destination. In countries with a private healthcare system, patients are usually asked to pay in advance. If the payment is guaranteed by a medical assistance or a foreign health insurance, the local medical facilities should be informed accordingly.

c **Special hazards on-site**
(hygiene, poisonous animals,
environmental impacts, climate)

The identification of specific medical risks on-site is vital. All conditions such as heat, dust and noise, which may endanger health, have of course also to be considered when travelling. Further risks include poisonous animals (e.g. snakes, scorpions), working in extreme atmospheric pressures or at extreme altitudes, especially in regions above

2,500 metres. Mobile workers could also be exposed to excessive air pollution due to emissions of particulate matter and other pollutants.

d **Mental stress**

Travelling or relocating to a foreign country can give rise to unusual stress factors for employees and their family members. Working on a drilling rig, onboard a ship or in a remote area blurs the boundaries between work and private life. Mobile workers often experience stress due to social isolation and cultural differences. The associated strains are among the most common stress factors at work. Post-traumatic Stress Disorder (PTSD) may also occur as a delayed mental reaction to an extremely stressful event, a situation of exceptional threat or catastrophic dimension, e.g. major accidents, violent crimes, natural disasters or acts of war.





3. Preventive measures

Once the risks have been identified and evaluated, appropriate measures should be defined, implemented and reviewed.

a Access to information about the destination area

Good travel preparation for employees abroad also includes access to country-specific information. Country information should include details on general healthcare (e.g. standards of infrastructure, physicians, hospitals), hygiene standards, quality of food and water, and the regional risk of disease (SARS, malaria, etc.). In addition, medical travel recommendations such as medications which may be important and vaccinations that are recommended, should be provided.

b Occupational healthcare pre and post-travel

Occupational healthcare, which is regulated differently in different countries, serves to detect work-related illnesses at an early stage and to avoid them through prevention. These regulations also apply to assignments abroad; work-related travel is subject to the risk assessment of occupational healthcare.

There are no uniform requirements as to what occupational healthcare measures are necessary or even mandatory for which countries. International SOS and its partners have published a list of countries based on their own experience and analyses that describes in

which countries certain occupational healthcare measures appear to be appropriate.

Even after the stay abroad, the employer should offer occupational medical care to their employee. However, this is not required by law in all countries.

c Vaccinations

Organisations should offer the recommended vaccinations to mobile employees but cannot enforce them as employees must provide consent. A special exception is the yellow fever vaccination, as it is a prerequisite for entry in various countries. This is regulated in the International Health Regulations.

From a medical point of view, the vaccination status of business travellers should be checked in three steps: The first step is to complete the vaccination protection required for the home country. When travelling to countries with low hygiene standards, additional protection should be provided against infectious agents. In a third step, the risk for specific diseases whose pathogens can be transmitted in contact with animals, by vectors or by other people in certain locations, should be discussed.

d First-aid kit

Access to medicine abroad may be difficult due to language problems, lack of pharmacies, questionable quality or lack of availability of certain medications. It is therefore strongly recommended to provide travellers with a first-aid kit that covers the needs of a normal, healthy traveller and helps with the most common minor (travel) illnesses and injuries. First-aid kit recommendations are

provided, inter alia, by International SOS and the International Society of Travel Medicine (www.istm.org).

e Import regulations for medicine

It is important to consult an occupational doctor or a travel physician when putting together the first-aid kit, as carrying and importing medication is strictly regulated in certain countries. It helps to carry medical certificates in several languages, which prove that the medicine is for your own use and not for sale.

Detailed information on and tabular overviews of countries with special import regulations, as well as detailed information on how to handle medication under extreme climatic conditions, can be obtained from the International Society of Travel Medicine. International SOS can also provide information on carrying narcotics abroad.

f Insurances

An international travel health insurance is a fundamental component for the protection of mobile workers' health and safety. It can be obtained for mobile employees but should also cover their accompanying family members. In some countries, medical care can be significantly more expensive than in the home country, although its quality often does not meet western standards. Furthermore, local healthcare systems can differ widely from the structure and quality of healthcare in the home country, and language or cultural barriers can make a situation more difficult. Many countries also require evidence of coverage by a private international health insurance. Classic travel insurance covers the costs for necessary medical treatments and repatriation





for medical reasons. The transport of deceased persons is usually included. In both cases, reporting deadlines must be observed; otherwise claims against the insurance company could lapse. Many insurers offer company policies that cover any business trip abroad without the need of prior notification. The chal-

lenge, however, is to find a global insurer who provides one single point of contact and one single emergency number for all mobile employees worldwide. Some employers' liability insurance associations also offer accident insurance for employees working abroad.

4. On-site support

a Medical assistance

Travel health insurance is essential, but often insufficient. To be able to help mobile workers abroad with medical issues or problems round the clock, it makes sense to set up a 24-hour service which can support them anywhere in the world with suitable medical specialists or other qualified medical staff to refer to. However, this requires a global network that only few insurers have. Medical assistance companies, which ideally should have their own resources or accredited service providers for logistics, medicine and security can fill this gap.

Assistance companies specialise in providing medical care to employees, supporting sick or injured persons while travelling, examining medical care options on the ground, comparing them with the medical standard in their home country and recommending or initiating measures appropriate to the respective situation. These can be diagnostic, therapeutic or logistic in nature. It makes sense to also provide emotional support for employees aiming to provide them with immediate advice and support in the event of an accident, terror attack or natural disaster.



b Supplementary medical infrastructure on-site

A primary point of contact may need to be assigned on remote construction sites or in areas with limited medical infrastructure. Depending on the size of the project and the extent of the risks assessed, this may be a small first-aid station or even a doctor on-site, offering basic medical care.

c Transfer, evacuation, repatriation

If no adequate care can be provided at the place of deployment, medical assistance providers can search for the nearest 'centre of medical excellence' and initiate an evacuation. An evacuation or repatriation, however, is only necessary in about two percent of the medical cases involving mobile workers. (The information is based on empirical values from 26 International SOS Assistance Centres.) With a good local network of service providers, many medical problems can be resolved locally.

Picture right:

A view into the Assistance Centre of International SOS in London, United Kingdom.

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PHL	LONDON	PARIS	DUBAI	SINGAPORE	SYDNEY
06:01	11:01	12:01	14:01	18:01	20:01

Checklist: Occupational health protection abroad

FOCUS ON BUSINESS TRAVEL			
Have particularly vulnerable groups been identified (e.g. chronically ill persons, pregnant women)?	Y	Who?	Until when?
	N		
Is occupational healthcare provided by an occupational doctor or inter-company service?	Y	Who?	Until when?
	N		
Have any health risks due to previous illnesses (e.g. cardiovascular diseases, asthma) been clarified?	Y	Who?	Until when?
	N		
Has the chance of being exposed to certain infectious diseases in the country (incl. malaria, dengue, chikungunya) been clarified?	Y	Who?	Until when?
	N		
Have any psychological burdens or mental health issues been evaluated for the employee?	Y	Who?	Until when?
	N		
Does the employee have access to medical travel advice (which medications or vaccinations are important)?	Y	Who?	Until when?
	N		
Are any special import regulations for medications known?	Y	Who?	Until when?
	N		





Has occupational pre-travel health-care been carried out in accordance with national requirements or internal company guidelines?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Have the necessary vaccinations been offered?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Do travellers have a first-aid kit (possibly including mosquito repellent, malaria prophylaxis)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Does the employee have enough stock of their regularly required medication (e.g. against high blood pressure: beta blockers)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Has an insurance policy been procured for trips abroad?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Is medical advice available round-the-clock (24/7)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Is emotional support available to the employee?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Is medical care ensured for employees when attending events?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?

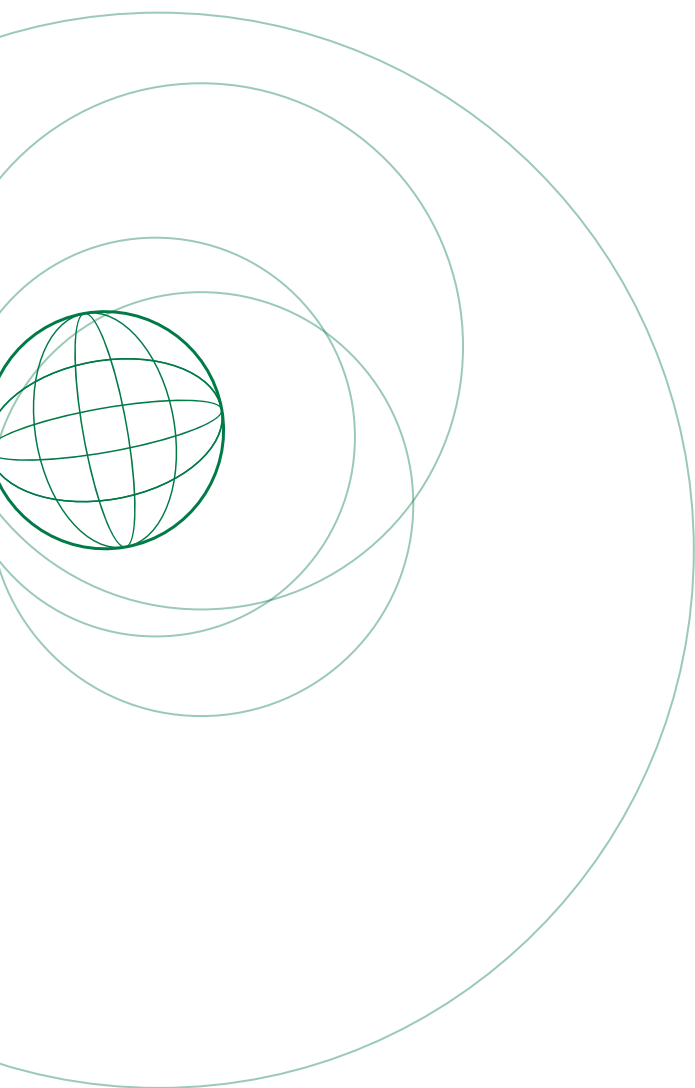


FOCUS ON PROJECTS/CONSTRUCTION SITES ABROAD			
Have the hygienic conditions on-site been assessed?	Y	Who?	Until when?
	N		
Have any health risks employees could be exposed to due to heat/ cold, humidity, altitude, UV radiation, smog or fine dust pollution, been evaluated?	Y	Who?	Until when?
	N		
Has a medical emergency response plan been prepared?	Y	Who?	Until when?
	N		
Has support for employees on-site after an accident been clarified?	Y	Who?	Until when?
	N		
Is it known whether there are first aiders available on-site?	Y	Who?	Until when?
	N		
Does a functioning rescue system exist on-site?	Y	Who?	Until when?
	N		
Is a supplementary on-site medical contact point (first-aid station or on-site doctor) required?	Y	Who?	Until when?
	N		



Are the addresses and the availability of suitable local medical facilities known?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Have the local medical facilities been informed on cost coverage?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Is payment guaranteed for on-site medical services?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Is the nearest 'Centre of Medical Excellence' known?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Has specific insurance been procured for permanently assigned employees?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Are accident statistics kept and evaluated for assignments abroad in order to generate key performance indicators (KPI) for risk assessment?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?





Travel security abroad



V

➤ The individual travel security risk is influenced by various factors. This includes not only the security situation in the target country, but also the exact travel plans as well as the individual profile of the company and the traveller.

Mobile employees are confronted with various risks and threats. These include not only terrorist attacks and conflicts, but also everyday petty crime and road traffic accidents. Foreign travellers often stand out in an unfamiliar environment and can find it difficult to assess the local security environment correctly. The individual travel security risk is influenced by various factors including not only the security situation in the destination country, but also the exact travel plans and the individual profiles of the company and the traveller.

The overview below outlines the risks and threats to be considered when assigning mobile workers, including the respective recommendations.

The checklist at the end of this chapter helps to evaluate internal measures and processes.

1. Profile

a The traveller

The travellers' profile, such as gender, nationality, religious affiliation and sexual orientation as well as age or possible physical limitations, impacts their risk when abroad. Additionally, the individual travel security risk can be increased by the travellers' business or

social position. All these factors have an impact on how the traveller is perceived locally. Aspects such as general travel experience, knowledge of the respective culture and language influence how the traveller perceives their environment and how they behave.



b The organisation

The organisation's profile can also influence the travel security risk of business travellers. For one, the areas where travellers are deployed are different: Office workers are exposed to different risks than employees who visit construction sites. For journalists and travellers of non-governmental organisations (NGOs), political sensitivities and cultural peculiarities are often of importance. Moreover, possible resentments against corporate groups or industries should be taken into account. Furthermore, company meetings and events should also be included in the assessment, as special risks may arise on-site.

c The destination

Travel security risks not only vary from country to country but can also differ considerably within one and the same country. Therefore, not only the security situation of the country, but also that of the exact destination must be

evaluated. In this context, the country's level of development is of importance, as well as whether the traveller will be staying in urban centres or remote areas. Not only infrastructure and accommodation, but also other risks such as crime or extremism and, of course, climatic or geographical conditions can differ widely.

d Travel plans

The exact travel period (dates and duration of a trip) plays an important role in the risk assessment. Religious, cultural or political events, holidays or elections can have a significant impact on the security situation or the transport infrastructure of a country. Major sports events or political events, such as the G7 Summit in the US in 2020 and the FIFA World Cup 2022 in Qatar, can also have considerable impact on travel. In addition, some weather-related events, e. g. regularly recurring monsoon and hurricane seasons, should be taken into account before travelling.



2. Threats

Primarily the threats that emanate from the travel destination should be analysed and evaluated during the risk assessment. These threats include crime, information security, terrorism, social unrest and conflicts.

a Crime

Crime, its various forms, is a constant risk for travellers, regardless of which part of the world they are in. Petty or street crime can result in the loss of important documents, means of payment or company property and, consequently, result in serious travel delays. While there is an increased risk of crime, especially theft and fraud, at many travel destinations, opportunistic crime can happen anywhere. As for violent crimes such as armed robbery, burglary or kidnapping, specific risks can be determined for individual destinations.

b Information security and data protection

Information security and the protection of personal data are issues that should not be neglected by travellers. The most important aspect is the protection of the confidentiality of sensitive information. Attacks on travellers can lead to the manipulation of data availability and integrity.

In the context of risk assessment, it should be examined both to what extent there is a risk of general 'cybercrime' in the country of destination and whether certain data needs to be brought into the respective country at all. Any non-digital information should also be checked for

the risks it poses and be protected accordingly.

c Acts of terrorism

The risk of becoming a victim of a terrorist attack has changed in recent years but remains overall low. For organisations, the preventive assessment of this risk is no longer the only priority. The implementation of processes to provide emotional support to travellers after terrorist attacks is being increasingly considered. For trips to countries where there is an increased risk of terrorist attacks, companies can specify in advance how travellers should behave in order to reduce the overall risk.

Determining whether one's own personnel has been affected is often the first hurdle to overcome when there is a terrorist attack at the destination. Strict travel management, the ability to easily locate mobile workers and clear structures and responsibilities within the company will simplify this process.

d Social unrest

Demonstrations on socio-economic, political or religious issues are another frequent trigger of travel interruption or even risks to travellers. Although travellers are often not the primary target of a demonstration, they may be affected by chance, e. g. when staying in the vicinity of the demonstration site.

In order to assess the respective risk, consider the possible triggers for protests along with the temporal context. Anniversaries of past incidents, religious holidays



or upcoming elections can be indicators of a higher probability of gatherings or even unrest.

e Conflicts

Ongoing and frozen conflicts can have an impact on business trips. Consequently, trips to active crisis areas must be prepared thoroughly and well in advance. Conflicts can also indirectly

influence travel – through airspace closures, refugee movements or by an increased presence of security forces in neighbouring states. When regarding conflicts as possible threats to one's own travel planning, it is therefore not only necessary to determine whether an active conflict exists, but also to find out how, due to the geopolitical situation, other countries may be involved in this conflict.

3. Hazards

In addition to the threats described above, any local hazards should also be analysed and evaluated in the course of the risk assessment. These hazards include road safety, cultural aspects, natural disasters and domestic travel.

a Road traffic

Road traffic accidents are among the five most frequent causes of evacuations carried out by International SOS in connection with work-related stays abroad. In Europe, an estimated



60 per cent of fatal accidents at work are due to road accidents. The risk of road accidents in and on the way to the destination should be included in the evaluation. Relevant information on road safety can be obtained from organisations like the Global Road Safety Partnership (www.grsproadsafety.org) and the 'Travel Risk Map' published by Global Road Safety Partnership and International SOS.

b Travel within the destination country

Business trips are often not limited to just one destination but require additional travel movements within the country. To ensure that these trips are also safe, the available transport options in-country should be checked.

Generally, assignees may travel by plane, train or car. Before organising such trips and choosing the mode of transport, not only costs but also safety aspects should be considered.

In many countries, the risks posed by these trips should not be underestimated. Climatic peculiarities, the existing terrain and the general road safety situation are risk factors with sometimes considerable impact. Travel by public transport such as buses, trains or ferries should be assessed depending on the reliability of the local providers, any safety incidents occurred in the past and possible risks such as crime. Air travel in foreign countries depends on the chosen airline. Information on airlines to be avoided is provided, e.g., in the 'List of Airlines banned within the EU'.

c Cultural aspects

Cultural peculiarities and sensitivities in the destination country can differ significantly from those at home. Travellers should be informed accordingly, so that they can prepare themselves, if necessary, in consideration of their gender, nationality, religious affiliation and sexual orientation. In some countries, legally or culturally prescribed dress codes exist for women. In many countries or regions, homosexuality is still illegal and/or socially not accepted, and travellers who are not aware of local conditions may be at risk of violent assault. Reported incidents of racist or anti-Semitic assault also provide evidence for travellers to dress or behave inconspicuously in some regions. Conversations in public and in social media often require caution when dealing with sensitive social or political issues.

Offences committed against culturally influenced laws or customs can sometimes lead to harsh (prison) sentences. In some countries, travellers need to be aware that not the local security forces, but the responsible diplomatic mission or consular post should be contacted with priority in case of trouble.

d Natural disasters

Owing to their nature and frequency, certain hazards arising from natural events (hurricanes, tsunamis, earthquakes, landslides, etc.) can – at least to some extent – be relatively easily allocated to specific geographical regions. It should be examined whether employees travel to areas that could potentially be affected, or have been affected recently, by natural disasters. In this case, employees should be provided with preventive information relating to emergency behaviour, a contact point and an emergency



hotline. Processes and responsibilities also need to be defined at an early stage, enabling the Crisis Management Team to

take over and make decisions in case of an emergency, including an evacuation, if required.

4. Preventive measures

a Country information

In order to be able to carry out the risk assessment for international assignments, it is recommended to obtain up-to-date country information from a safe and reliable source. This information should not only be made available to those responsible for preparing the risk assessment, but also to the mobile workers themselves. In this way, they can prepare for their stay abroad and keep abreast of current developments.

Diplomatic missions can also serve as a source of such information. However, it is worth bearing in mind that this

information is intended for all travellers, including tourists and needs to take political sensitivities into account. Country information from specialised service providers is a suitable alternative. They tailor their country information to the needs of internationally operating companies and supply very detailed information, e.g. on individual regions of the respective countries. The countries are classified into different risk categories, which can serve as the basis for a travel risk policy.

The 'Travel Risk Map' (www.travelrisk-map.com) from International SOS also provides information on travel security



for each country. It shows travel security and medical risks worldwide.

b Localisation and crisis communication

Whenever an incident occurs, organisations need to be able to determine within a very short time whether employees are affected or not. For this purpose, tracking solutions have been developed, which are either based on GPS tracking procedures, on passenger name records derived from travel itinerary data, or a combination of both.

In the case of an incident, these tracking solutions make it possible to quickly determine whether mobile or local employees are affected. Many current tracking solutions also include integrated communication options that enable immediate contact with potentially impacted employees to provide them with

important information and to receive their feedback as to whether further assistance is needed. In certain cases, it may also be necessary to locate and communicate with local employees within the shortest possible time. It is important that the above described traveller tracking process is closely linked to communication. Via tracking solutions, travellers can receive targeted information on current developments at their place of stay. In this way, information about upcoming events can be shared with travellers who will then be able to adapt their plan accordingly, reducing possible risks. Even during an ongoing event, it will be possible to transmit information to affected persons. This allows organisations to give behavioural instructions in concrete situations, provide assistance or regularly check the status of the affected persons.





c Training

Regardless of whether employees travel to modern metropolises or remote, high-risk areas, they may be exposed to potential security risks at any time. The opportunities to prepare employees and make them aware of specific risks range from digital learning to virtual sessions and in-classroom training. These can include general awareness training, training for specific countries or groups (female travellers, lesbian, gay, bisexual, transgender and queer travellers, etc.), cultural training, disaster training, road safety training, etc.

Such training will enable the traveller to actively contribute to risk avoidance in the respective situations. From the employer's point of view, training courses can be documented easily, serving as proof of compliance with Duty of Care.

d Personal protection

For some trips it may be necessary to provide travellers with professional personal protection. In any case, the traveller's profile, the destination and the local situation, as well as other possible factors justifying an increased need for protection, must be considered when assessing the need for professional protection. It can help if an organisation defines certain roles in a travel risk policy within the company or specifies countries and risks that require additional protection when travelling.

For travellers with a specific profile, personal protection may be necessary due to the job they are doing or their position in the organisation. However, the need for protection can also arise from the company's reputation.

a security provider is required or not, of course also depends on the security situation prevailing in the country of travel. In countries with active conflicts or where violent crime, especially against travellers, is increasing, it may become necessary to engage a transport or security provider to make business trips feasible. High-risk regions or certain categories of persons require the use of more extensive localisation solutions, including geofencing solutions, which are used to locate and track people).

e Hotel security and evacuation plans

It is essential to choose adequate and safe accommodation. Companies should include clear criteria for choosing accommodation for business travel in their travel risk policies. New forms of accommodation such as shared economy could also be considered where appropriate. Such criteria may be based, among other things, on the security situation in the destination country or the traveller's profile, but also on what security standards the company considers necessary in individual countries. Factors to be assessed in this context range from fire protection measures, to controlled access to hotel and guest floors, to the availability of (security) staff around the clock. The evaluation of the hotel also makes sense in the scope of planning major events.

The location of an accommodation can also be evaluated according to various aspects, such as the distance to the workplace, the proximity to a busy street or known starting points for demonstrations. It can also be useful to check hotels for special requirements of female travellers – in some countries, choosing a floor reserved for women helps to stay safe.



Insurances

Even if only sensational cases are taken up by the media: Kidnappings and ransom extortions are an everyday danger in some regions. For example, companies operating in regions with fragile public security, for executives working in exposed positions, or for shipping companies that still face a virulent threat from new forms of piracy.

By procuring kidnapping and ransom insurance, companies can protect themselves against the financial risk of a kidnapping case. For example, the insurers pay the ransom and the costs for a specialist crisis manager. They also provide tips on prevention and assist with ransom negotiations in the event of an emergency. Pursuant to the terms and conditions of the policy, an insurance cover of this kind must not be communicated, neither internally nor externally.

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Checklist: Travel security abroad

Does the organisation have a travel security guideline (approval procedure, rules of conduct, emergency organisation, communication via an assistance provider)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Have particularly vulnerable groups been identified regarding the respective travel destination (gender, nationality, religious affiliation)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Has the organisation's profile been accounted for (office/construction site, political sensitivities, cultural particularities)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Have the risks regarding infrastructure, accommodation, crime, extremism, climatic/geographical conditions been assessed for the destination?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Has the exact travel period in relation to holidays, elections, major sports/political events, monsoon/hurricane seasons been considered?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Is the traveller aware of the current travel security risk of the destination country/place before and during the trip? Is access to current country information – social/political unrest, crime, natural disasters – guaranteed?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Has the risk for cybercrimes in the destination country been checked and has it been clarified which information can be taken into the country?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?

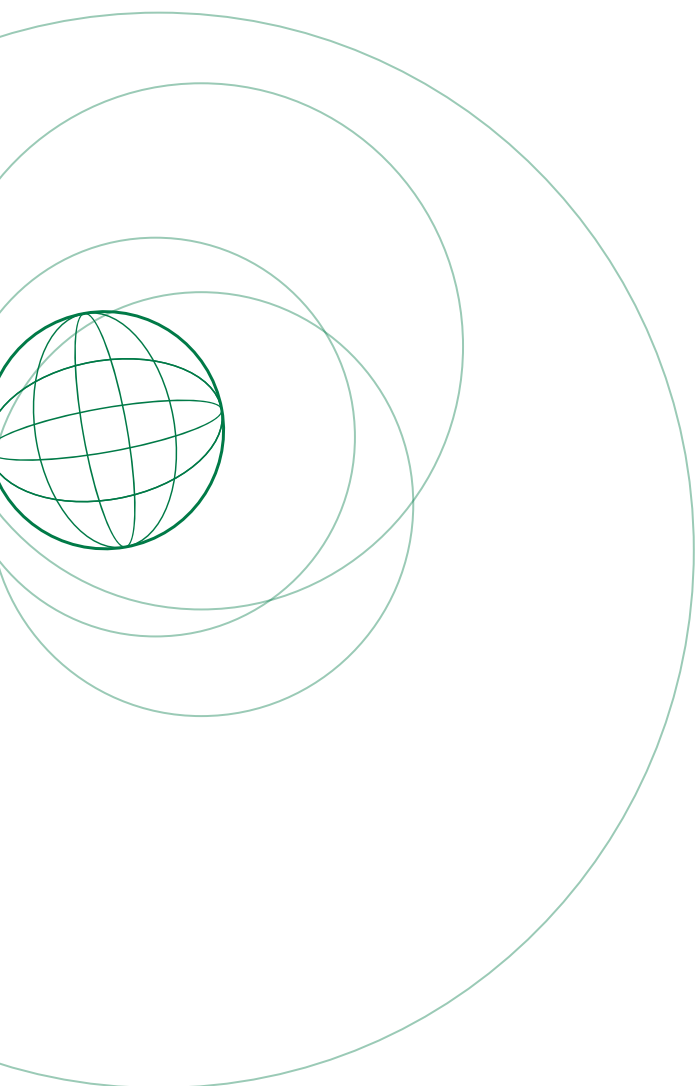


Has the road safety risk been clarified (use of cars/public transport or domestic air travel)?	<div>Y</div> <div>N</div>	Who?	Until when?
Can the employee be localised in case of an incident (tracking solutions based on GPS or passenger name record or recording of travel booking data)?	<div>Y</div> <div>N</div>	Who?	Until when?
Have mobile employees received enough training to prepare them for and raise their awareness of their trip abroad (special country training courses, cultural awareness training courses)?	<div>Y</div> <div>N</div>	Who?	Until when?
Has it been determined whether a security service provider is required (to ensure personal protection for travellers having a special profile such as their position within the company or due to the company's special reputation)?	<div>Y</div> <div>N</div>	Who?	Until when?
Has a security check of the accommodation been conducted (risk-based checking) in respect of fire safety measures, access controls, security personnel, route to airport, proximity to demonstration sites?	<div>Y</div> <div>N</div>	Who?	Until when?
Is security guaranteed during corporate events?	<div>Y</div> <div>N</div>	Who?	Until when?
Have emergency plans or an evacuation plan been created?	<div>Y</div> <div>N</div>	Who?	Until when?
Do you test your plans in regular incident simulation exercises (e.g. authorisations, communication protocols/processes)?	<div>Y</div> <div>N</div>	Who?	Until when?

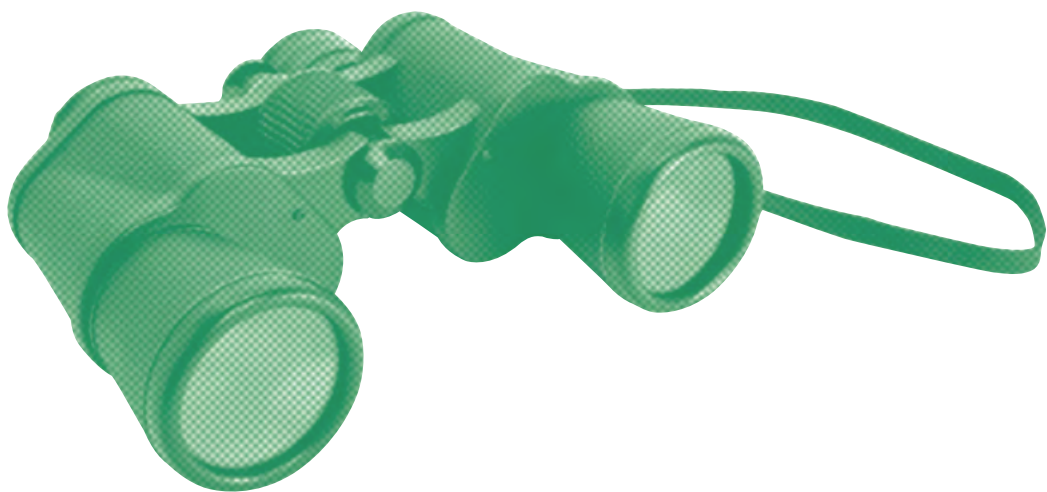


Have special import regulations that apply to on-board tools and equipment been considered?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Are the reporting requirements for social insurance complied with?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Are special insurance policies needed? (kidnap and ransom insurance, damage after natural disasters, etc.)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Are all important personal documents (passport, driving licence, insurance policies, return flight ticket) up to date? In case of an emergency, are copies of these documents deposited in the home country and are several copies being stored separately in the luggage?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Have the visa requirements been checked?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Are robust means of communication available to the traveller (mobile coverage in the country visited, local contact and accompanying person with country experience)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?
Has a detailed travel plan been recorded and is it known within the organisation (travel agenda, addresses of hotels and visited customers/companies, means of transport, pick-up service, communication rules)?	<input type="checkbox"/> Y <input type="checkbox"/> N	Who?	Until when?





Outlook



VI



> A major innovation of the sustainability standard GRI 403 acknowledges an extension of those persons to be protected in response to the modern working world.

Many of the measures described in this 'How to guide' are not explicitly required by law but make sense both humanely and economically. Where the health, safety and security of mobile workers have a high priority in an organisation, there will be not only a short-term impact on the employee's wellbeing. A sustainable health and safety strategy helps maintain working capacity in the long run and thus constitutes a vital contribution to business continuity.

The 'human factor' is increasingly manifesting, especially when it comes to sustainability. The extensively revised Sustainability Reporting Standard, 'GRI 403 Occupational Health and Safety', published in September 2018 by the Global Reporting Initiative (www.globalreporting.org), deals with internationally recognised best practices and current developments in the fields of health management and safety at work. It was developed in a transparent, integrative process by a group of experts including representatives of trade unions, civil society, investors, companies and public authorities.

A major innovation of the Sustainability Standard GRI 403 acknowledges an extension of those persons to be protected in response to the modern world of work. In addition to local employees, business travellers, expatriates and even

subcontractors are increasingly being considered. Cases with health and safety implications, associated with the organisation through its business relationships, have also become of increased importance in the new GRI Standard 403.

More and more companies are recognising how closely their market competitiveness is linked to their sustainability performance. For many, acting sustainably means effectively managing the risks and opportunities that arise from interactions between the value chain, society and the environment. Organisations that can demonstrate effective sustainability activities – e.g. by publishing their sustainability report in accordance with GRI standards – have a positive impact on their market value.

With this risk assessment guide, we aim to assist companies in identifying the



risks in the areas of occupational health and safety, health protection and travel security, and in establishing appropriate measures for their assignees abroad. Sustainability in relation to human resources will become even more important in the coming years, and organisations can already position themselves to ensure the health and safety of their employees in the long term. The authors of this publication greatly appreciate any expansion

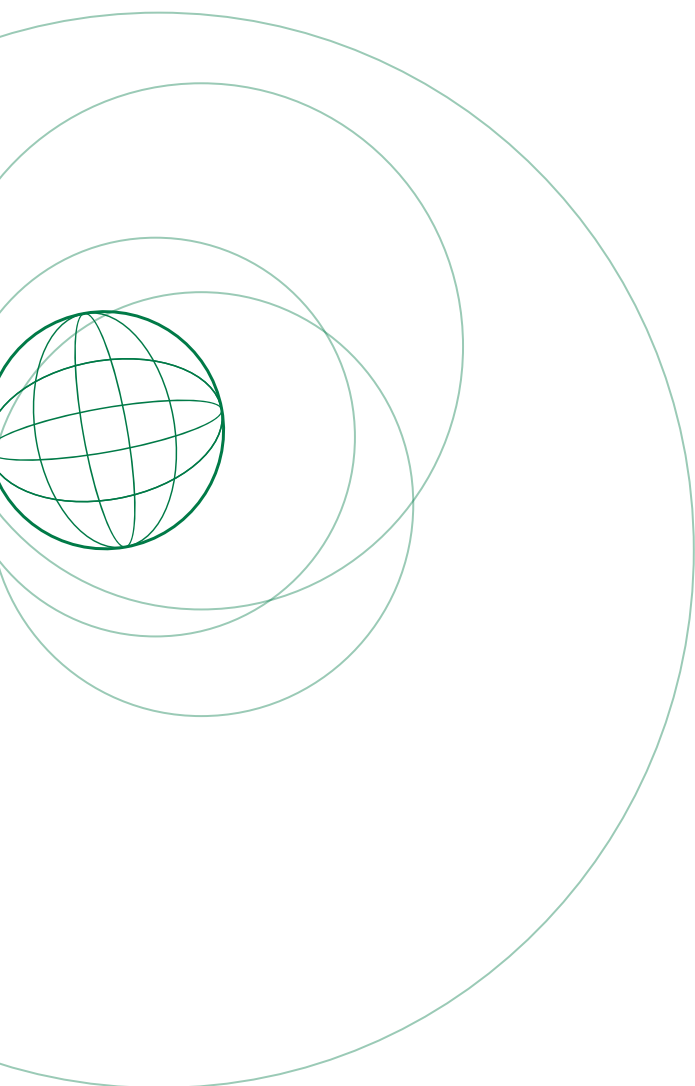
of the initiative, which is why any suggestions or exchanges on this topic are always welcome.

Sources:

GRI – Global Reporting Initiative (2018): Global Sustainability Standards Board, viewed 12 October 2019, www.globalreporting.org/information/about-gri/governance-bodies/Global-Sustainability-Standard-Board/Pages/default.aspx.

GRI – Global Reporting Initiative (2018): GRI 403: Occupational Health and Safety 2018, viewed 12 October 2019, www.globalreporting.org/standards/media/1910/gri-403-occupational-health-and-safety-2018.pdf, viewed 12 October 2019. The GRI standards are the most widely used framework for sustainability reporting. They provide organisations with a common language for publicly reporting on their impact on the economy, the environment and society.





Annex



Sustainability standard GRI 403

(Source: www.globalreporting.org)

Table 1

Examples of employees and workers who are not employees according to the criteria of 'control of work' and 'control of workplace'

	Control of work	No control of work
	<i>The organization has sole control of the work, or shares control with one or more organizations</i>	<i>The organization has no control of the work</i>
Control of workplace <i>The organization has sole control of the workplace, or shares control with one or more organizations</i>	Examples: Employees of the reporting organization working at a workplace controlled by the organization. Contractor hired by the reporting organization to perform work that would otherwise be carried out by an employee, at a workplace controlled by the organization. Volunteers performing work for the reporting organization, at a workplace controlled by the organization.	Example: Workers of an equipment supplier to the reporting organization who, at a workplace controlled by the organization, perform regular maintenance on the supplier's equipment (e.g., photocopier) as stipulated in the contract between the equipment supplier and the organization. In this case, the organization has control over the workplace but not over the work done by the equipment supplier's workers in its workplace.
No control of workplace <i>The organization has no control of the workplace</i>	Examples: Employees of the reporting organization working at sites other than those controlled by the organization (e.g., at home or in a public area, on domestic or international temporary work assignments, or on business travels organized by the organization). Contractors hired by the reporting organization to perform work in a public area (e.g., on a road, on the street). Contractors hired by the reporting organization to deliver the work/service directly at the workplace of a client of the organization. Workers of a supplier to the reporting organization who work on the supplier's premises, and where the organization instructs the supplier to use particular materials or work methods in manufacturing/delivering the required goods or services.	Example: Workers of a supplier contracted by the reporting organization who work on the supplier's premises using the supplier's work methods. For instance, the reporting organization sources buttons and thread from a supplier, which are standard products of the supplier. The supplier's workers make the buttons and thread at the supplier's workplace. The organization, however, learns that the buttons are coated with a sealant that releases toxic gases when being applied by workers, thereby affecting their health. In this case, the organization has no control over both the work and workplace of the supplier's workers, but its products are directly linked to significant occupational health and safety impacts on those workers by its business relationship with the supplier.



List of countries: pre-travel occupational health checks

(Source: site.internationalsos.com/germany/g35)



Occupational health measures for the various countries*.

List of countries with reference to legally required pre-travel occupational health checks (in accordance with German regulations and references to yellow fever vaccination, malaria prophylaxis recommendations and polio vaccination)

S. Esser, D.-M. Rose

*Originated from the work, "Reisemedizin und Impfen" (Harth, Rose, Letzel, Nowak) 2018, ecomed MEDIZIN

Name of Country	Risk Group	Pre-travel health checks mandatory (according to German regulations)	Pre-travel health checks may be medically necessary (according to German regulations and medical needs)	Malaria area with medium or high risk, malaria prophylaxis recommended	Malaria infections possible, Malaria prophylaxis according to current risk assessment	Yellow fever vaccination required for immigration	Yellow fever vaccination required for immigration if entry is from a country at risk of yellow fever	Adhere to specific entry regulations regarding polio vaccination
Afghanistan	3	x					x	x
Albania	2		x				x	
Algeria	3	x					x	
American Samoa	3	x					x	
Andorra	1							
Angola	3	x		x		x		
Anguilla	2	x						
Antigua and Barbuda	2	x					x	
Argentina	2	x						
Armenia	2		x					
Aruba	2	x			x		x	
Australia	2		x				x	
Austria	1							
Azerbaijan	3		x					
Bahamas	2	x					x	
Bahrain	2	x					x	x
Bangladesh	3	x		x			x	
Barbados	2	x					x	
Belarus	2		x					
Belgium	1							
Belize	3	x			x		x	x
Benin	3	x		x		x		
Bermuda	2	x						
Bhutan	3	x		x			x	
Bolivia	3	x		x			x	
Bosnia and Herzegovina	1							
Botswana	3	x		x			x	
Brazil	2	x		x				x
British Virgin Islands	2		x					
Brunei	3	x			x		x	x
Bulgaria	1							
Burkina Faso	3	x		x			x	
Burundi	3	x		x		x		
Cambodia	3	x		x			x	
Cameroon	3	x		x		x		
Canada	1							



Name of Country	Risk Group	Pre-travel health checks mandatory (according to German regulations)	Pre-travel health checks may be medically necessary (according to German regulations and medical needs)	Malaria area with medium or high risk, malaria prophylaxis recommended	Malaria infections possible, Malaria prophylaxis according to current risk assessment	Yellow fever vaccination required for immigration	Yellow fever vaccination required for immigration if entry is from a country at risk of yellow fever	Adhere to specific entry regulations regarding polio vaccination
Cape Verde	2		x		x		x	
Cayman Islands	2	x						
Central African Republic	3	x		x		x		
Chad	3	x		x		x		
Chile	2	x						
China	2	x			x		x	
Colombia	3	x			x		x	
Comoros	3	x		x				
Congo	3	x		x		x		
Congo, Democratic Republic	3	x		x		x		x
Cook Islands	2	x						
Costa Rica	2	x		x			x	
Cote d'Ivoire	3	x		x		x		
Croatia	1							
Cuba	3	x					x	
Cyprus	1							
Czech Republic	1							
Denmark	1							
Djibouti	3	x		x			x	
Dominica	3	x				x		
Dominican Republic	3	x		x				
East Timor	3	x		x			x	
Ecuador	3	x		x			x	
Egypt	3	x					x	x
El Salvador	3	x		x			x	
Equatorial Guinea	3	x		x		x		
Eritrea	3	x		x			x	
Estonia	1							
Ethiopia	3	x		x			x	
Faroe Islands	1							
Fiji	2	x					x	
Finland	1							
France	1							
French Guiana	2	x		x		x		
French Polynesia	2	x					x	
Gabon	3	x		x		x		
Gambia	3	x		x			x	
Georgia	2		x					x
Germany	1							
Ghana	3	x		x		x		
Gibraltar	1							
Greece	1							
Greenland	1							
Grenada	3	x					x	
Guadeloupe	2	x					x	
Guam	3	x						
Guatemala	3	x		x			x	
Guernsey	1							
Guinea	3	x		x			x	
Guinea-Bissau	3	x		x		x		
Guyana	3	x		x			x	
Haiti	3	x		x			x	
Honduras	3	x		x			x	
Hong Kong (SAR)	2	x						
Hungary	1							
Iceland	1							
India	3	x		x			x	x
Indonesia	3	x		x			x	x
Iran	3	x			x		x	x
Iraq	3	x		x			x	x



Name of Country	Risk Group	Pre-travel health checks mandatory (according to German regulations)	Pre-travel health checks may be medically necessary (according to German regulations and medical needs)	Malaria area with medium or high risk, malaria prophylaxis recommended	Malaria infections possible, Malaria prophylaxis according to current risk assessment	Yellow fever vaccination required for immigration	Yellow fever vaccination required for immigration if entry is from a country at risk of yellow fever	Adhere to specific entry regulations regarding polio vaccination
Ireland	1							
Israel	2		x					
Italy	1							
Jamaica	3	x			x		x	
Japan	1							
Jersey	1							
Jordan	3	x					x	x
Kazakhstan	2		x				x	
Kenya	3	x		x			x	x
Kiribati	2	x					x	
Korea, North	3	x			x		x	
Korea, South	1		x		x			
Kosovo	1							
Kuwait	2	x						
Kyrgyzstan	2		x				x	
Laos	3	x		x			x	
Latvia	1							
Lebanon	2	x						x
Lesotho	3	x					x	
Liberia	3	x		x		x		
Libya	3	x					x	
Liechtenstein	1							
Lithuania	1							x
Luxembourg	1							
Macao, SAR	2	x						
Macedonia	1							
Madagascar	3	x		x			x	
Malawi	3	x		x			x	
Malaysia	3	x			x		x	
Maldives	3	x					x	x
Mali	3	x		x		x		
Malta	1						x	
Man, Isle of	1							
Marshall Islands	2	x						
Martinique	2	x					x	
Mauritania	3	x		x			x	
Mauritius	2	x					x	
Mexico	2	x			x			
Micronesia, Federated States	2	x						
Moldova	1							
Monaco	1							
Mongolia	3		x					
Montenegro	1							
Montserrat	2		x				x	
Morocco	2		x					x
Mozambique	3	x		x			x	x
Myanmar	3	x		x			x	
Namibia	3	x			x		x	
Nauru	3	x					x	
Nepal	3	x		x			x	x
Netherlands	1							
Netherlands Antilles	2	x					x	
New Caledonia	2	x					x	
New Zealand	1							
Nicaragua	3	x		x			x	
Niger	3	x		x		x		x
Nigeria	3	x		x			x	x
Northern Mariana Islands	3	x						
Norway	1							
Oman	2	x					x	x



Name of Country	Risk Group	Pre-travel health checks mandatory (according to German regulations)	Pre-travel health checks may be medically necessary (according to German regulations and medical needs)	Malaria area with medium or high risk, malaria prophylaxis recommended	Malaria infections possible, Malaria prophylaxis according to current risk assessment	Yellow fever vaccination required for immigration	Yellow fever vaccination required for immigration if entry is from a country at risk of yellow fever	Adhere to specific entry regulations regarding polio vaccination
Pakistan	3	x		x			x	x
Palau	2	x						
Panama	3	x		x			x	
Papua New Guinea	3	x		x				x
Paraguay	2	x					x	
Peru	3	x		x				
Philippines	3	x		x			x	
Poland	1							
Portugal	1							
Puerto Rico	2	x						
Qatar	2	x						x
Reunion	2	x					x	
Romania	1		x					
Russia	2		x					
Rwanda	3	x		x			x	
Saint Kitts and Nevis	2	x					x	x
Saint Lucia	2	x					x	
Saint Martin	2	x					x	
Saint Vincent and the Grenadines	2	x					x	
Samoa	2	x					x	
San Marino	1							
Sao Tome and Principe	3	x		x			x	
Saudi Arabia	2	x			x		x	x
Senegal	3	x		x			x	
Serbia	1							
Seychelles	2	x					x	x
Sierra Leone	3	x		x		x		
Singapore	2	x					x	
Slovakia	1							
Slovenia	1							
Solomon Islands	3	x		x			x	
Somalia	3	x		x			x	x
South Africa	2	x		x			x	
South Sudan	3	x		x		x		
Spain	1							
Sri Lanka	3	x					x	x
Sudan	3	x		x		x		
Suriname	2	x		x			x	
Swaziland	3	x		x			x	
Sweden	1							
Switzerland	1							
Syrian Arab Republic	3		x		x		x	x
Taiwan	2	x						
Tajikistan	2		x		x			
Tanzania	3	x		x		x		
Thailand	3	x		x			x	
Togo	3	x		x		x		
Tonga	3	x						
Trinidad and Tobago	3	x					x	
Tunisia	2		x				x	
Turkey	2		x		x			
Turkmenistan	2		x					
Turks and Caicos Islands	2	x						
Tuvalu	2	x						
Uganda	3	x		x		x		
Ukraine	1							
United Arab Emirates	2	x						
United Kingdom	1							
United States	1							
Uruguay	2	x					x	



<i>Name of Country</i>	<i>Risk Group</i>	<i>Pre-travel health checks mandatory (according to German regulations)</i>	<i>Pre-travel health checks may be medically necessary (according to German regulations and medical needs)</i>	<i>Malaria area with medium or high risk, malaria prophylaxis recommended</i>	<i>Malaria infections possible, Malaria prophylaxis according to current risk assessment</i>	<i>Yellow fever vaccination required for immigration</i>	<i>Yellow fever vaccination required for immigration if entry is from a country at risk of yellow fever</i>	<i>Adhere to specific entry regulations regarding polio vaccination</i>
US Virgin Islands	2		x					
Uzbekistan	2		x					
Vanuatu	2	x			x			
Venezuela	3	x		x			x	
Vietnam	3	x		x				
Wallis and Futuna	2	x					x	
West Bank-Gaza Strip	2		x					
Yemen	3	x		x			x	
Zambia	3	x		x			x	
Zimbabwe	3	x		x			x	

Legend:
Risk Groups:

Group 1 includes countries in which those business travelers can be deployed who also work in similar jobs in Germany or Western Europe. As a rule, pre-travel occupational health checks are not mandatory but might be medically necessary as a result of the risk assessment (preliminary diseases, earthquake region, etc.).

Group 2 includes countries in which, due to their particular climatic conditions, pre-travel occupational health checks are mandatory. As a rule, no vaccinations are required upon arrival to the Immigration Area in a country or are only required seasonally (e.g. Saudi Arabia, meningococcal vaccination during the Hajj or currently due to an epidemic situation in the country) (current risk assessment necessary).

Group 3 includes countries for which pre-travel occupational health checks are mandatory, due to their particular climatic conditions. Vaccinations or prophylactic measures, in particular a yellow fever vaccination, are mandatory or urgently recommended upon arrival to the Immigration Area.

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About the organisations

International Labour Organization

www.ilo.org

The only tripartite U.N. agency, since 1919 the ILO brings together governments, employers and workers of 187 member States, to set labour standards, develop policies and devise programmes promoting decent work for all women and men. The main aims of the ILO are to promote rights at work, encourage decent employment opportunities, enhance social protection and strengthen dialogue on work-related issues.

International Social Security Association (ISSA)

www.issa.int

The International Social Security Association (ISSA) is the principal international institution bringing together social security agencies and organisations. The ISSA's aim is to promote dynamic social security as the social dimension in a globalising world by supporting excellence in social security administration. Prevention has been on the ISSA's agenda since its creation in 1927. Bringing together social security and prevention experts from over 340 social security institutions in more than 140 countries, the ISSA offers a global platform and a unique network for all those in social security that are concerned with the health of workers. The ISSA has developed internationally recognised Guidelines on Occupational Risks, Workplace Health Promotion and Return to Work to support employment injury schemes,

such as accident insurances and workers' compensation boards in their quest to further develop their prevention services.

To implement a range of projects and activities in prevention, including Vision Zero (www.visionzero.global), the ISSA Secretariat works closely with the Special Commission on Prevention and its unique network of International Prevention Sections.

International SOS Foundation

www.internationalsosfoundation.org

Launched in October 2011, the International SOS Foundation has the goal of improving the safety, security, health and welfare of people working abroad or on remote assignments through the study, understanding and mitigation of potential risks.

The escalation of globalisation has enabled more individuals to work across borders and in unfamiliar environments; exposure to risks which can impact personal health, security and safety increases along with travel. The Foundation is a registered charity and was started with a grant from International SOS. It is a fully independent, not-for-profit organisation.



University of Düsseldorf, Germany – Institute of Occupational, Social and Environmental Medicine

www.uniklinik-duesseldorf.de

The Institute represents the fields of occupational medicine, social medicine and environmental medicine as well as environmental epidemiology in research,

teaching and clinical practice. In teaching and clinical practice, the whole spectrum of occupational medicine as well as selected topics of social medicine and environmental medicine are treated. The Institute is a founding member of the Centre for Health and Society of the Medical Faculty of the University of Düsseldorf, Germany.

List of figures

Figure 1: Professional association for health services and welfare work: Seven steps. How to carry out risk assessment, viewed October 2019, www.bgw-online.de/DE/Arbeitssicherheit-Gesundheitschutz/Gefaehrdungsbeurteilung/Sieben-Schritte/7_Schritte_node.html.

Figure 2: Professional association for raw materials and the chemical industry: Risk assessment – Seven steps to the goal, leaflet A 016, p. 3., viewed October 2019, downloadcenter.bgrci.de/resource/downloadcenter/downloads/A016_Gesamtdokument.pdf.



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