
International SOS

TRAVEL RISK ASSESSMENT GUIDE

A structured approach to Travel Risk Management is crucial for organisations to fulfill their Duty of Care responsibilities.

This includes assessing and promoting a culture that takes medical and security travel threats seriously. It is important to train everyone involved to know their roles and responsibilities, have detailed itineraries, and use approved booking channels. Organisations need a support structure that includes itinerary and dynamic monitoring, check-in, and access to support structures 24/7. Conducting realistic simulation exercises and having a flexible plan are key components of a well-structured approach to Risk Management.

Our Health and Security experts developed the following guide providing an overview of the **ISO 31030 International Standard for Risk Management**, focusing on its application to travel risk management. The document discusses the importance of identifying and assessing risks related to travel, health, and safety, and provides guidance on developing a comprehensive travel risk management program that aligns with ISO 31030.

If you wish to explore further and benchmark your organisation against your peers, International SOS has developed a free but detailed online Travel Risk Management self-assessment tool accessible here: assessmyrisks.com/iso-31030. It includes a risk assessment questionnaire that organisations can use to identify potential risks before travel, as well as a post-trip review template for evaluating the effectiveness of their travel risk management programme. The tool is intended to help organisations understand and apply ISO 31030 principles to their travel risk management programme.

Have you reviewed your Travel Risk Management plan lately?

Take our free Travel Risk assessment to see how your organisation benchmarks against others in your industry and against ISO 31030 standards.

TAKE NOW

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PREPARE

RECOMMENDED BEST PRACTICE : Assess risks

Q1 Do you assess the risks to your people in locations they work in?

Regularly updated analysis of the health, environmental, security and natural disaster threats. These risks should be included as part of your company's risk management process.

Q2 Do your managers have access to health and security information at both a country and city-level?

Accurate, up-to-date and timely information about country and city destinations should be collated and regularly assessed to identify potential areas of concern for your workforce.

Q3 Do your policies cover the health and security of your global workforce?

Demonstrate a commitment to protecting the health and security of your global workforce. The policy should cover domestic and international employees, international assignees, subcontractors and subsidiaries and clarify if and how spouses and dependants are included as well as defining short trips, long term assignments and coverage for leisure time during an assignment.

Q4 Does your company understand its Duty of Care obligations?

Clear, written understanding of the company's Duty of Care requirements globally and for all relevant countries that is regularly reviewed and updated by legal and subject matter experts.

Plan

Q5 Do you know who is responsible for Risk Management within your organisation?

The roles and responsibilities of all those involved in Risk Management should be clear and included in the job descriptions and objectives of relevant individuals.

Q7 Have you put a plan in place to ensure the health and safety of your workforce in a safe return to operations post COVID-19?

Plans and policies should be evaluated to ensure your workforce can return safely. In order to determine when and how to return, you should consult with medical and security experts that can assess the potential risks of your employees.

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Q6 Do you have a pandemic plan and process in place?

Plans and processes to proactively manage a pandemic or crisis should be integrated within an organisation's Enterprise Risk Management system.

PREVENT

RECOMMENDED BEST PRACTICE: Policies & processess

Q1 Do you have a travel approval process that includes travel risk assessments?

Clear guidelines on how travel health & security risks are managed showing mitigation measures. Approval for travel should be done based on the risk rating of the destination as well as inline with organisational compliance procedures.

Q2 Do you have plans in place if things go wrong?

Clear guidelines on how health & security risks are managed when responding to an incident showing the plans in place for dealing with emergencies and evacuations. This should include, for example, an assessment of the quality of local medical care at each destination.

Manage mobility

Q3 Do you check the safety and security of hotels and accommodation?

The health and security risks of the hotels and accommodation used by your workforce should be assessed and checked ahead of planning a trip or assignment.

Q4 Do you review the flights your people take to ensure policy compliance?

Airline Safety Reporting increases visibility to travel policy adherence while providing immediate oversight on any flights which could lead to a breach in policy. With the two reports offered as part of the service (an exception and an oversight report) ensuring the appropriate contacts are fully aware of any employee's failure to adhere with approved airlines and can take timely action.

Q5 Do you assess the fitness for travel for mobile workers?

A recruitment / selection process and guidelines should be in place for international assignees to ensure the appropriateness of the individual to the destination. Fitness for assignment is the process of conducting an employer-required medical examination, with the aim to determine if the mobile worker can safely perform a specific job or task in a specific working environment, referring to both, the worksite and the country health risk.

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Q6 Do you have a programme to help your workforce understand and manage their existing health and security issues whilst away from home?

There should be guidelines and advice for employees, assignees and travellers to manage chronic and acute health conditions, taking into account the destination(s), health risks and standard of care; and how these might affect existing health issues.

Q7 Do you have measures in place to check the health of employees returning to work?

Identify the potential risks (such as disease, fitness to work, psychological impact of a medical or security incident) of your employees readiness status for remote work or on-site work.

Communicate, Educate and Train

Q8 Do your people receive training about the destination-specific risks?

The type and frequency of training available to your workforce should be accessible according to the risk rating of their destination or work environment.

Q9 Does your workforce have access to COVID-19 tools, information and training?

Especially upon your return to operations, it is critical that your workforce have access to the appropriate tools, communications and training to ensure compliance and their safety. This may include hygiene measures, use of PPE or social distancing procedures.

Q10 Do you have a tool in place which can locate your workforce?

Record the current & future numbers of employees and their locations in an easily accessible format that is shared with senior stakeholders and regularly updated and reviewed.

Locate, Monitor, Inform

Q11 Do you have a system in place for a manager to quickly account for their employees in an emergency?

In an incident contact must be made with affected people as quickly as possible to advise them on how to avoid the threat or how they will be supported. There should be a clear understanding of who will do this and how, including your capability to receive and manage responses for the numbers potentially involved.

Q12 Do your mobile workers have access to relevant information & advice to support them when making these risk assessments?

All mobile workers should have access to pre-trip information and advice relating to the health and security issues that they may encounter during their trip. This should be independent and relevant to business users.

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Advice, assist and evacuate

Q13 Does your workforce have access to advice and support 24/7, while at home and abroad?

All mobile workers should be able to access medical and security advice and support 24/7 covering all destinations relevant to them.

Q14 Do have a programme in place to ensure the mental wellbeing of your global workforce?

During times of uncertainty and challenging events, employee mental health can be severely affected. Ensuring they have the resources to ensure their mental health resilience is critical in protecting their over health and wellbeing.

SUPPORT

RECOMMENDED BEST PRACTICE: Control and review

Q1 Have you updated your Business Continuity Plans based on your key lessons learned from COVID-19?

A Business Continuity Plan should be regularly reviewed, tested and updated throughout a crisis, such as COVID-19. The plan should remain fluid to adapt to the learnings from such pandemics. Updates to the plan should be reviewed with key stakeholders and incorporated within your workforce Risk Management programme.

Q2 Do you have a system in place to ensure compliance with your policies and procedures?

Maintain evidence that records when and how your workforce have been informed/made aware of and agree to potential risk exposures. Processes should be in place to ensure your people are complying with the policy, such as random audits, reminders and disciplinary action. Reports should be available on the numbers of people by destination; approvals given and by whom; non-compliance reports.

Schedule a call with a travel risk expert to discuss your organisation's unique needs

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