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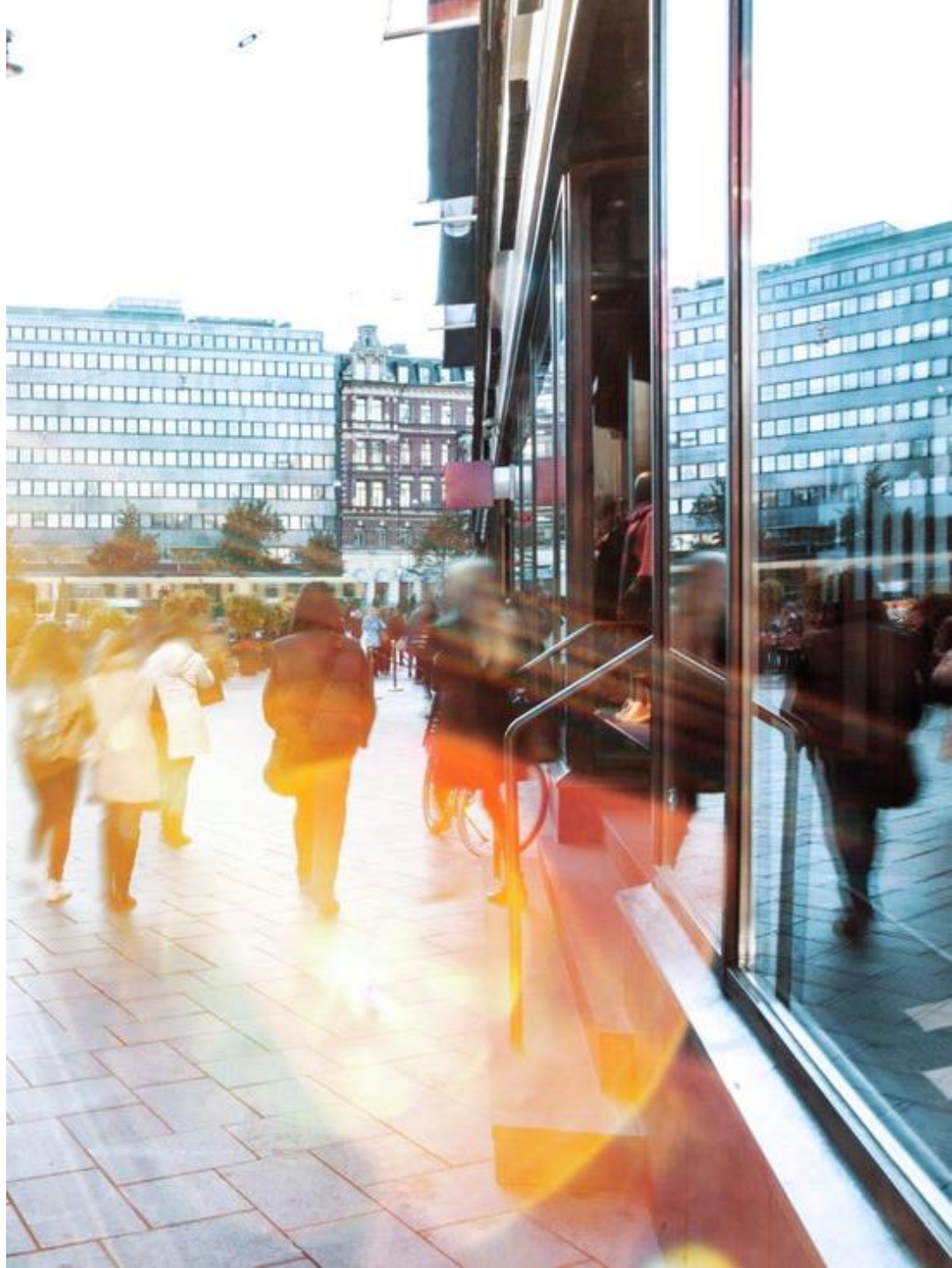
ISO 31030 Compliance

How Does Your Travel Risk Management Measure Up?



Agenda

- **Travel Risk and Duty of Care**
- **Impact on Organizations**
- **ISO 31030 Guidelines**
- **How Organizations Compare to Guidelines**
- **Best Practices**
- **Questions**



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Audience Poll

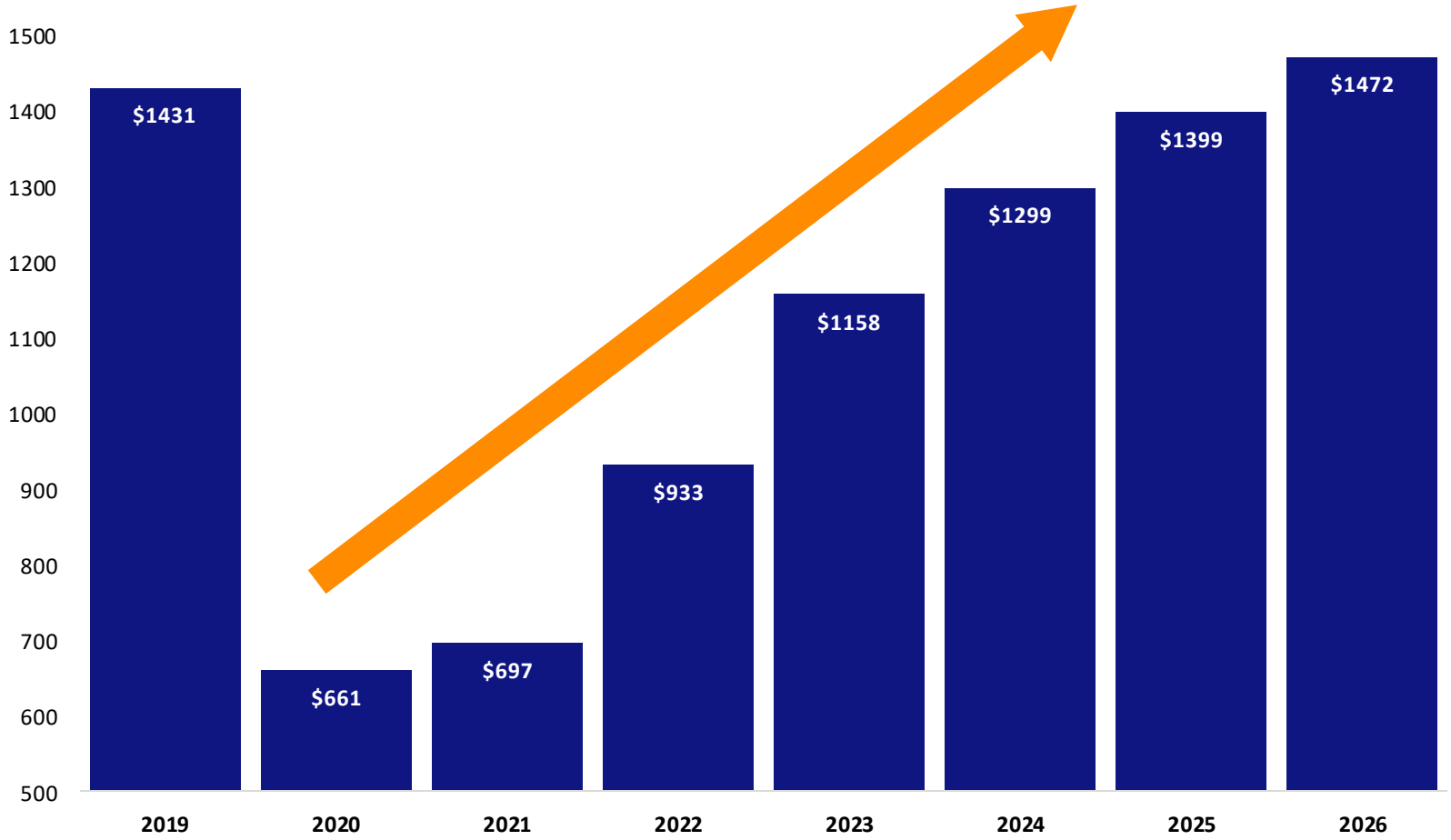
Where do you work from?

- On-site (i.e. office)
- Remote (work from home, work anywhere, etc.)
- Hybrid (Both remote and on-site)

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Travel is on the Rise

Global Business Travel Spend (Billions USD)



GBTA Business Travel Index™, Global Business Travel Association

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Workplaces Evolved

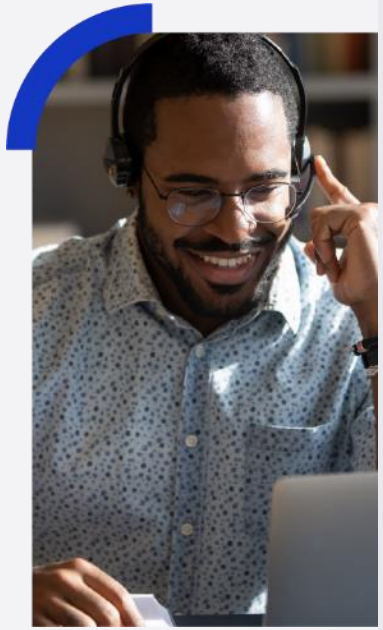
Monday

IN THE OFFICE



Tuesday

REMOTE



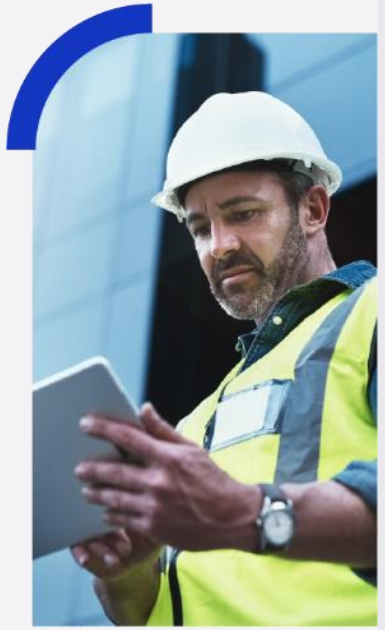
Wednesday

TRAVELING



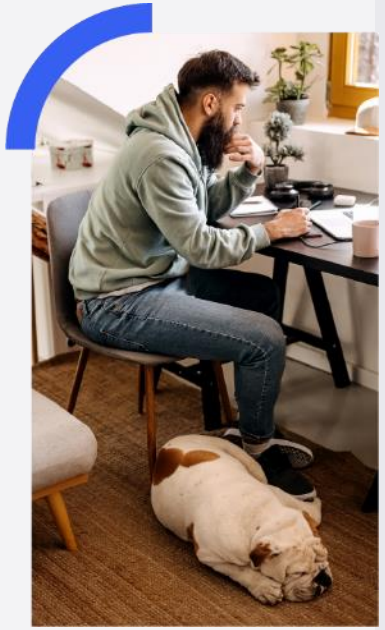
Thursday

IN THE FIELD



Friday

HOME



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Geopolitical Risk

P **Politics**
Government policy and stability, corruption, elections, tax policy

E **Economy**
Economic growth/recession, interest rates, unemployment

S **Society**
Population growth/shrinkage, age, lifestyle, shifts, cultural norms, attitudes

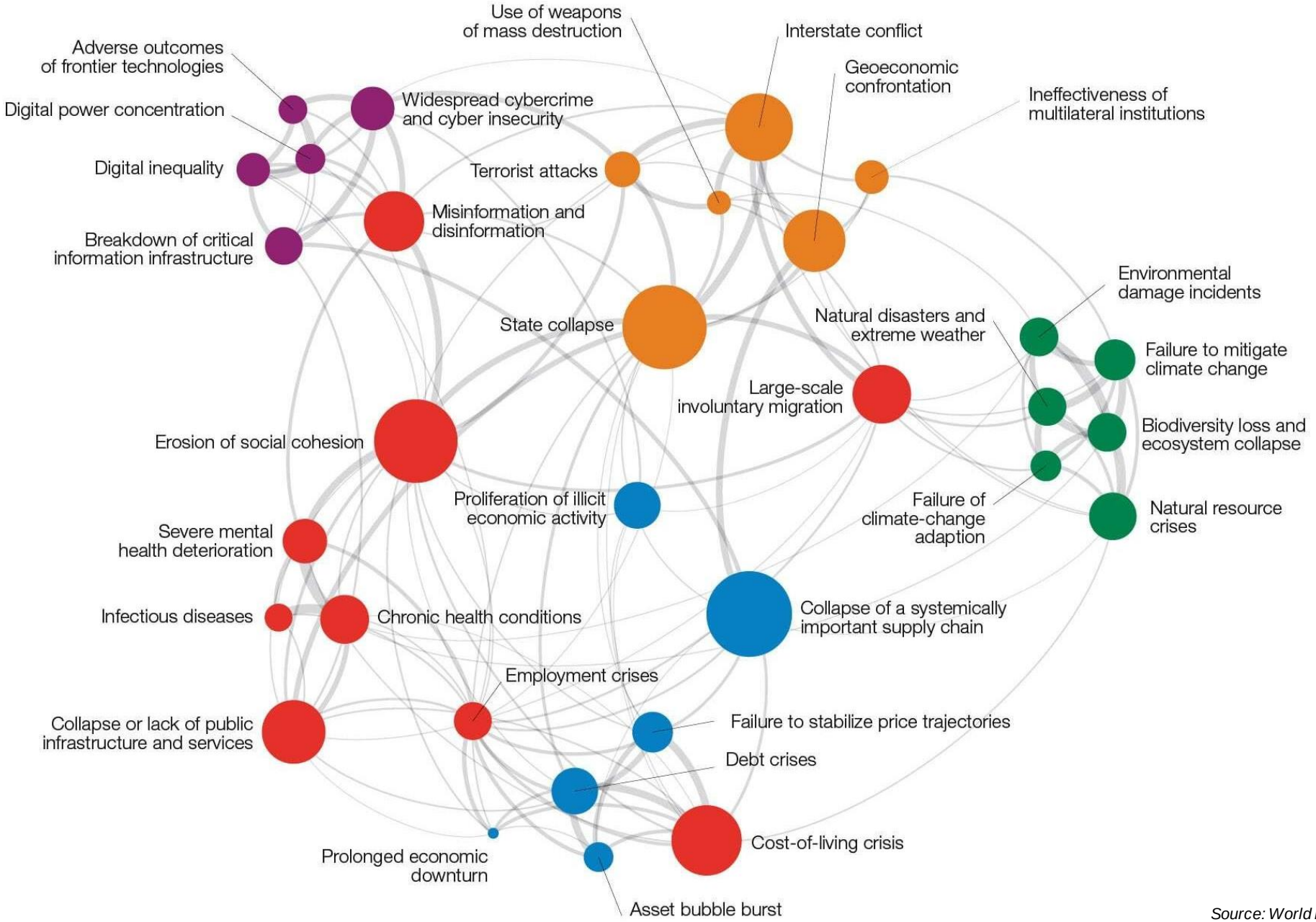
T **Trade**
Trade treaties, tariffs, foreign trade policy

Technology
Innovation, automation, technological change

E **Environment**
Natural disasters, scarcity of resources, climate change, environmental policies

L **Legal**
Copyrights and patents, consumer protection, antitrust legislation

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Severe mental health deterioration

Interstate conflict

Extreme weather & natural disasters

Critical infrastructure breakdown

Supply chain collapse

Source: World Economic Forum, Global Risk Perception Survey 2022-2023

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Duty Of Care



An organization's legal and moral obligation to protect the health, safety, and welfare of its employees in the workplace

"Workplace" – is anywhere the employee is conducting company business

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Audience Poll

How familiar are you with the ISO 31030 standard?

- Not familiar at all
- Somewhat familiar (but haven't read the standard)
- Moderately familiar (read some parts of the standard)
- Very familiar (read the entire standard)

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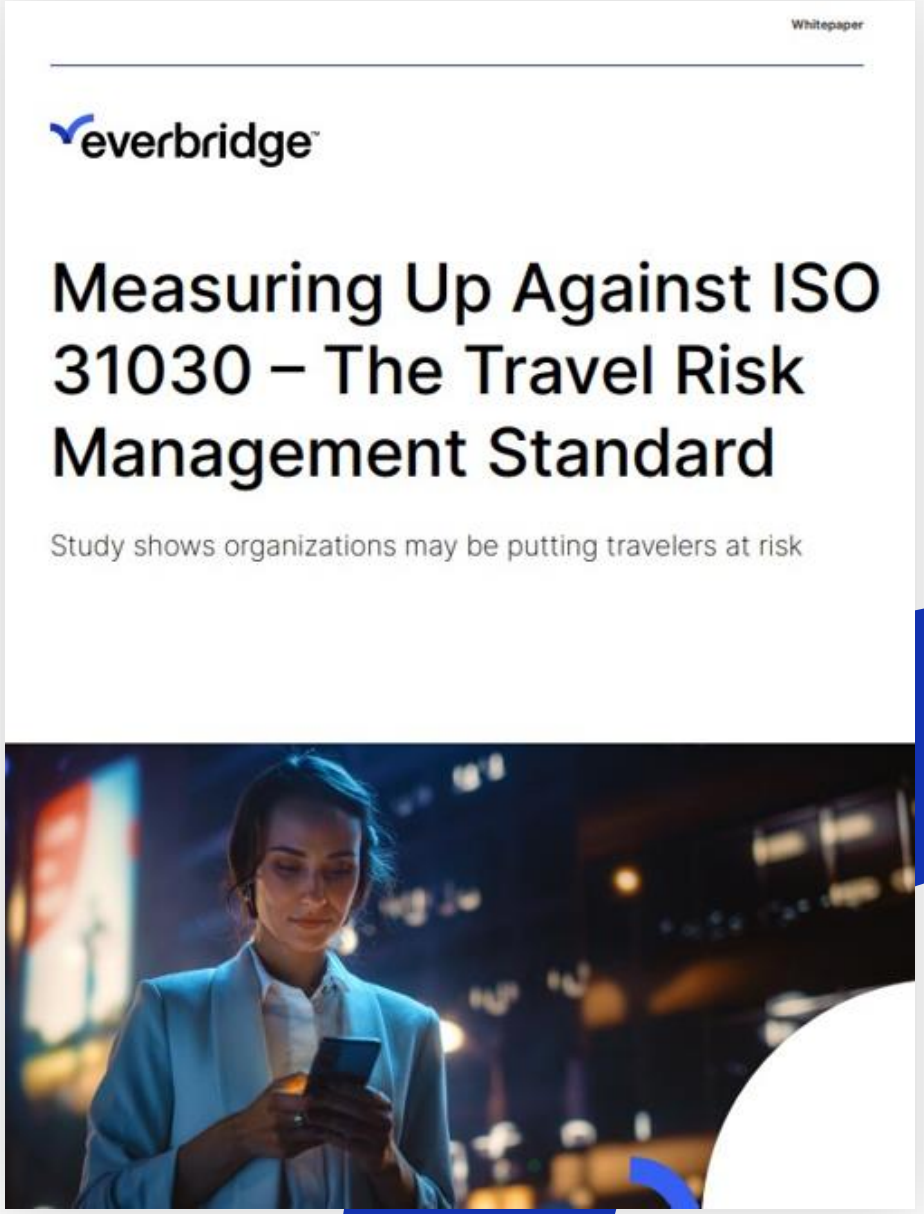
ISO 22316	Organisational Resilience
ISO 31000	International Risk Management
ISO 31030	Travel Risk Management
ISO 22301	Business Continuity Management System

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Travel Risk Survey

1. Understanding the organizational risk profile
2. Managing travel risk (Policy)
3. Travel risk assessment and treatment
4. Incident response
5. Specialist support
6. Communication and consultation
7. Program monitoring and review



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Survey Context

240 Respondents

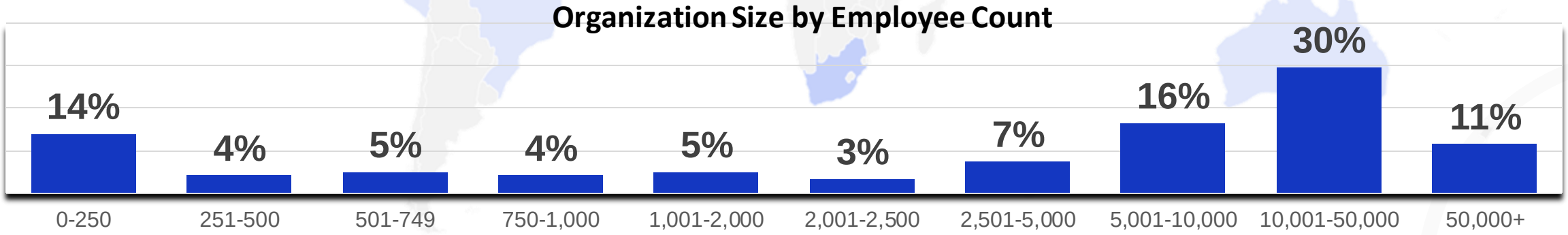
36 Countries

55% from UK & US

45% Rest of World

55% of Respondents from the following industries:

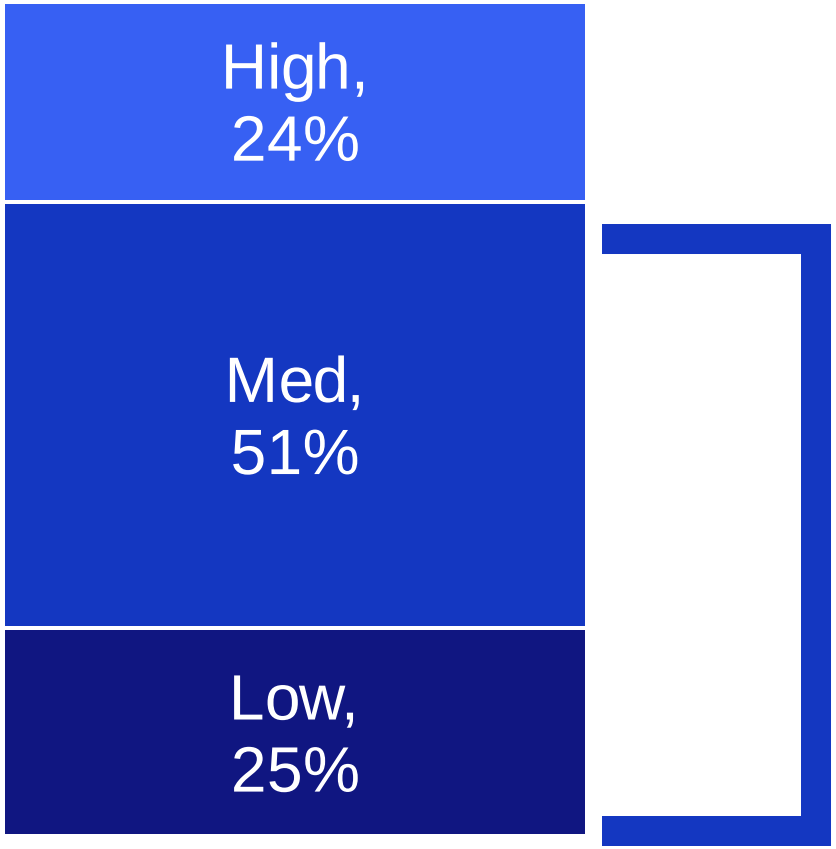
- Manufacturing
- Financial Services
- Technology
- Business Services
- Aerospace and Defense



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What Did the Survey Reveal?



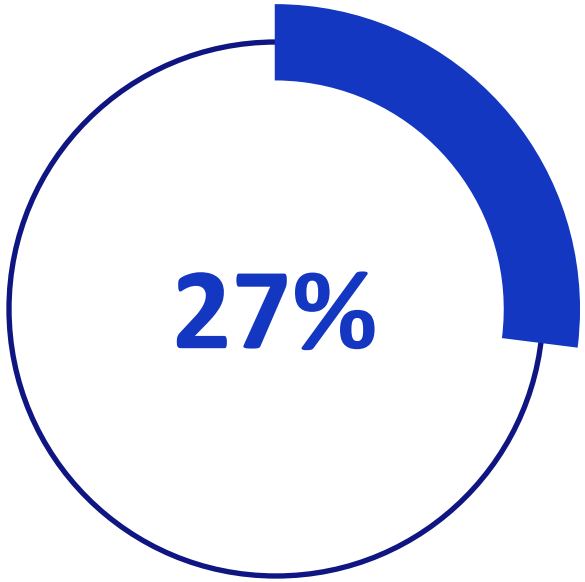
76%

of respondents **did not have a solid travel risk management program** in place as defined by ISO 31030

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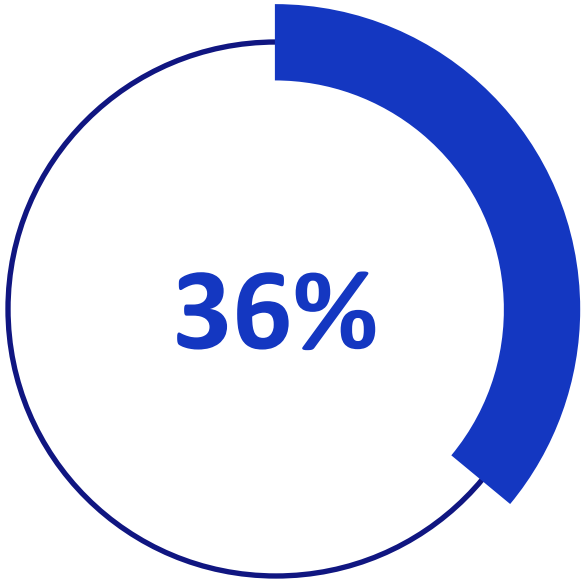
Understanding the organization and its context

Risk Profile



Only 27% of respondents had a clear understanding of their organization's risk profile

Travel Risk Policies

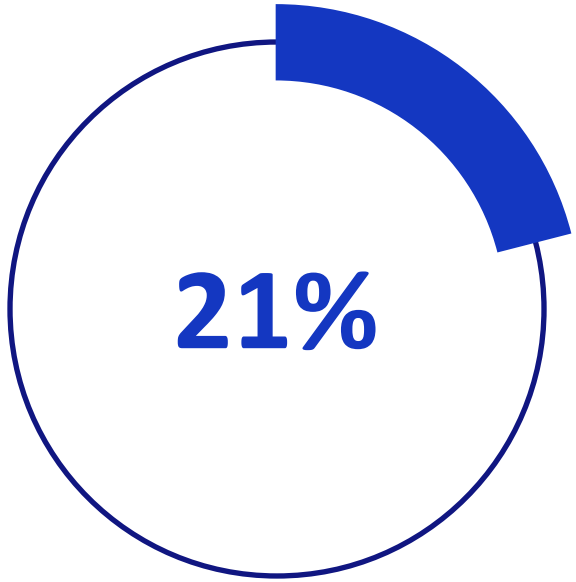


Only 36% of respondents felt that their travel risk management policies aligned with their organizations policies

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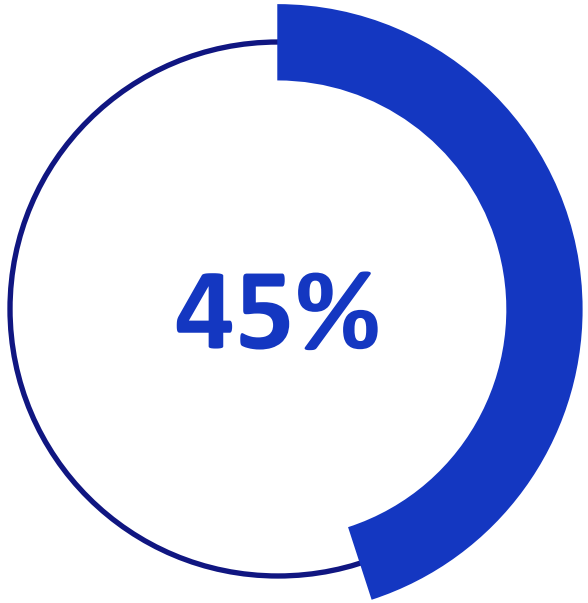
Travel Risk Assessment & Risk Treatment

Risk Assessment & Treatment



Only 21% of respondents felt that adequate measures were in place

Incident Response

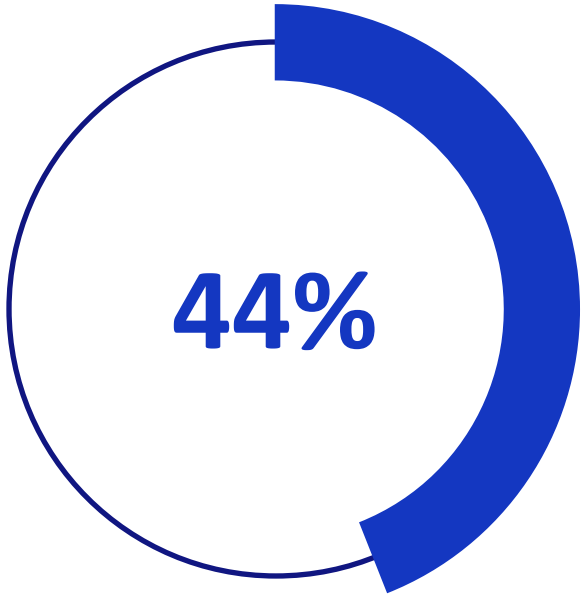


45% felt that their organization could respond well to incidents

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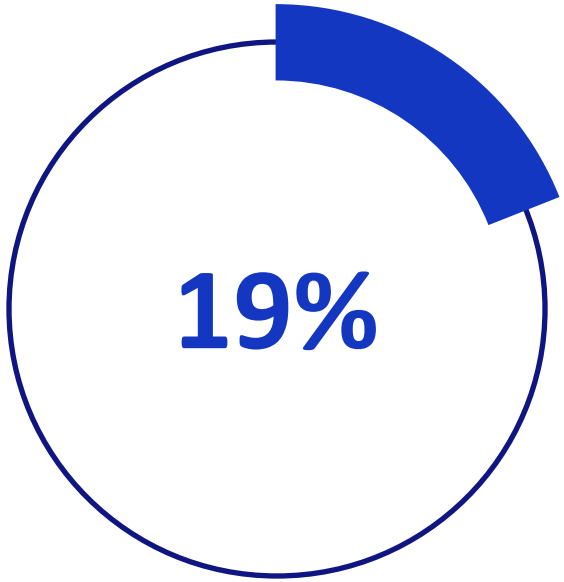
Treatment, Communication & Consultation

Specialist Support



44% of those relying on specialist support felt that clear escalation protocols were in place

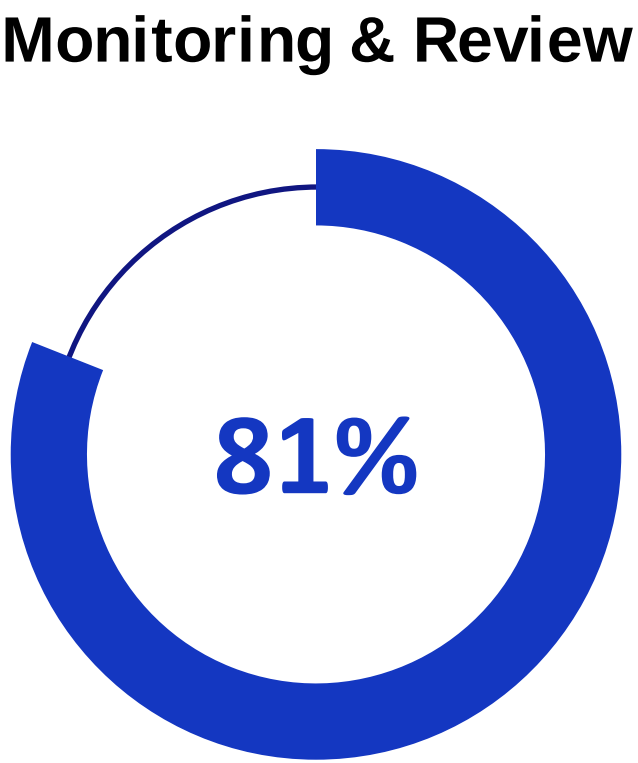
Communication & Consultation



Only 19% felt that policies and procedures were effectively communicated and understood

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Program Monitoring & Review

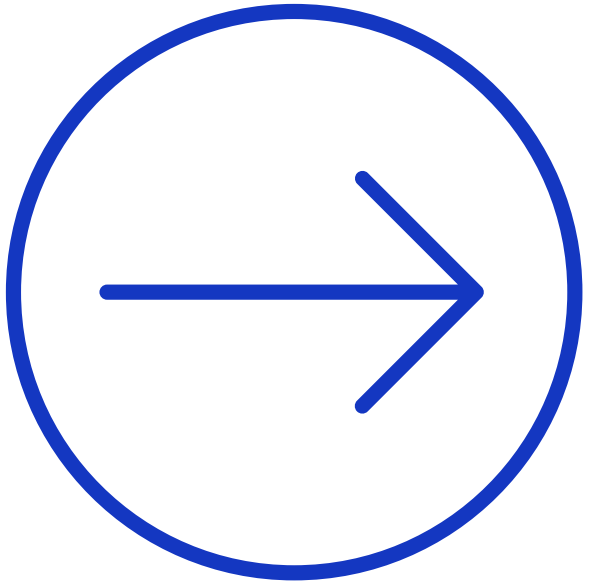


81% believed their organization needed to improve the way their travel risk management program was evaluated and reviewed

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How does your organization measure up?

Take the survey



SCAN ME

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6 Best Practice Takeaways



Engage a wider range of stakeholders to be part of the risk committee to assist in building a stronger risk register and TRM Policy



Consider annual or pretrip health assessments for Expats and Business Travelers



Leverage technology to improve efficiency, accuracy and speed of incident communication and response



Evaluate how you work with your specialist providers and have documented SOP's to have clear incident response protocols.



Develop ways of communicating the TRM policy and procedures



Test, Review and benchmark your program

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Summary

- **The workplace has evolved** - On-site post-pandemic, remote, hybrid, work anywhere
- **The world has an increasing # of interconnected risks** that could impact your organization and your employees.
- **Leverage the ISO 31030** = travel risk management standards for organizations as best practice guidelines
- **The future of business travel** calls for a need to meet or exceed standards to build overall resilience that ensures duty of care and protects the business

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Get Free Risk Intel for Event

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Thank You!

matthew.judge@everbridge.com

Questions?

