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GLOBAL

## Employee safety and travel management

Corporate responsibility for employee travel safety is a hot topic at the moment for our corporate clients. A general increase in employee health and safety related claims and recent legislative developments in the UK\* (and worldwide), has focused companies' minds on the importance of health and safety within their businesses, with a greater interest being taken in the safety of their employees in every facet of the work they do. Travel by employees can involve a number of health and safety risks and corporate travel managers have an important role to play in assessing and managing these risks on behalf of their companies.

### CWT perspective

We have been asked by a number of corporate travel managers how they should start to address this issue. We recommend that they first discuss with their company's human resources, legal and even medical advisors what policies and other procedures should be followed with regard to employee travel. Legal advisors will need to advise them as to the legal risks associated with employee travel and their companies' or company's (and individual) responsibilities to its traveling employees. We consider that information from human resources and medical advisors will be vital to understanding what limitations should be placed on employee travel.

We recommend that corporate travel managers review and, if necessary, update their existing corporate travel policies following discussions with their company's human resources, legal and medical advisors. Travel managers may consider including limitations and behavioral recommendations on the volume and type of travel, as these can be useful in advising travelers of risks they should avoid.

For example, they may include a policy that states employees must travel business class if the flight is longer than a set time or limit the amount of time employees can drive after a long flight. As another example, travel managers may want to consider providing more detailed guidelines about travel plans and behavioral considerations while en-route for employees who travel infrequently.

Human resources, legal and medical advisors should be able to provide advice on what limitations or behavioral recommendations are appropriate. As part of a security review, we also suggest considering whether infrequent or first time travelers require any additional support or instruction.

CWT is able to assist with updating travel policies as required, to achieve savings and security by documenting a company's travel safety policies. We cannot advise a travel manager on how their travel policy should address their legal obligations and we cannot provide behavioral guidelines such as not driving after a long haul flight.

CWT offers a wide range of safety related and support services that you may wish to consider implementing to support your travel policy:

### Standard services

- **Standard services package:** *CWT Guardian* offers a standard safety and security package to all clients, as part of our service. These services include: (as further described see below) travel alerts, incident reporting, destination intelligence and traveler support, all of which help corporate travel managers stay informed about events that may affect their corporate travelers' security.
- **Destination intelligence:** *CWT Portal* offers in-depth, business travel destination information for more than 200 destinations to all CWT clients and their travelers.

\*The Corporate Manslaughter and Corporate Homicide Act 2007 introduced a new statutory offense of corporate manslaughter under which an organization (as opposed to individual directors) may now face criminal prosecution for manslaughter if the way in which its activities are managed or organized by senior management causes death and amounts to a gross breach of a relevant duty of care, in circumstances where the role played by senior management is a substantial element in the breach. Note: It will still be possible to prosecute individuals for the common law offense of gross negligence manslaughter and for health and safety offenses.

- **Travel alerts:** *CWT Guardian* provides automated email notification to corporate travel managers of urgent developments worldwide that have a significant impact on travel, 24 hours a day, 7 days a week.
- **Incident reporting:** In the event of a national, regional or global incident and/or disaster, CWT provides traveler tracking reports, based on booking data, to clients, helping managers identify travelers that may be affected. Reporting packages vary by client and differ based on specific products and regionally-based solutions for global service. Please speak to your CWT account manager regarding the specifics of your current service.
- **Traveler support:** CWT assists travelers in the event of an emergency, based on the situation and their individual needs.

### Additional services

To best serve the advanced security needs of CWT clients, *CWT Guardian* offers an optional enhanced safety & security program through a preferred marketing agreement with industry leading enterprise risk-management firm, iJET Intelligent Risk Systems (“iJet”). In addition, it is CWT’s intention to finalize preferred marketing agreements with several other industry leaders—such as International SOS, Control Risks Group, etc.—that our clients have expressed interest in.

**Note: This material is general information only and is not intended to provide legal advice of any sort. We recommend that our clients contact their own legal advisors in order to obtain any legal advice in relation to the above.**

These additional services include:

- **Trip-specific intelligence:** Through iJET, *CWT Guardian* can provide itinerary-specific actionable information with real-time travel alerts before, during and up to 30 days after a trip. Customized intelligence reports are automatically generated based on the itinerary of the traveler.
- **Access to iJET intelligence experts:** Through the preferred reseller agreement with iJET, CWT clients’ corporate business decision makers have access to the intelligence experts at iJET to gain additional detailed information that may be critical in regards to incidents and events.
- **Enhanced traveler tracking:** iJET’s Employee Locator enables corporate travel managers “one-click access” to monitor, locate and contact employees who are traveling.
- **Direct communication with affected travelers:** Through the iJET interface, CWT can provide corporate travel managers with the ability to directly communicate with the affected travelers during an incident, allowing them to deliver company-specific instructions quickly.
- **Health intelligence and advice:** *CWT Guardian* offers proactive notifications to travelers and corporate travel managers of health warnings, immunization needs and other health-related information that could put travelers at risk.
- **Other risk mitigation services:** Through iJET, *CWT Guardian* can also provide additional risk mitigation services, such as: security evacuations, health evacuations, expatriate services, monitoring of key company facilities, and monitoring of key supplier locations.