



Commentaries and Insights from Allawos & Company

March 1, 2014

Chasing the deal abroad – make travel safety part of company culture

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Risk exposure of business travelers has increased significantly with rapid globalization over the past two decades. The most high-profile reason for this increase comes from international political threats, especially after September 11, 2001. However, other reasons can be equally threatening albeit less malicious. For example, getting caught in sporadic riots, sudden medical conditions such as a stroke or a car accident, forgetting or running out of chronic medication, natural circumstances such as floods, earthquakes, etc. Even losing a passport could land someone in jail, or at the very least turn a highly anticipated business success into a failure abroad.

Fortunately the forces of globalization and technology have given rise to services that makes the exposure for companies and their travelling executives more manageable than ever before.






Between international health agencies such as the WHO and security agencies such as Interpol an international radar and support system makes it possible to focus your attention and resources where you really want them . on the driving of business and lowering personal risk significantly. Local and international government agencies such as diplomatic offices, intelligence organizations and private sector service providers have produced services that should be seen as a must for every company that deals internationally.

Companies such as International SOS, International Medical Corps and Chubb provide services that back up your internal risk management teams with customized and proactive travel security support.

Their services include-

-  Health and Safety advice
-  Insurance
-  Tracking via cellular and satellite technologies
-  Medical treatment in an emergency, including evacuation
-  Medication replenishment
-  Refills for lost or forgotten medication
-  Arranging for delivery of medical equipment
-  Assistance with lost passports and extending visas
-  Getting a doctor's referral or a hospital appointment
-  Arranging for further vaccination
-  Support replacing lost credit cards or tickets

While some of these services have been around for a while, latest mobile, mapping and tracking technologies provide automated services that provide email or sms updates to the company information that include-

-  Automatic emails when there is a situational change at the travellers' booked destination.
-  Daily reports on traveller bookings to high-risk medical and security destinations
-  Notification when the number of employees or VIPs exceeds corporate policy
-  Easy connection to emergency support
-  Coordination with a company's travel agencies

A company such as Chubb even trains companies in these services and processes to ensure that safe travel becomes part of SOPs and the collective company culture. While these are security focused services, some service providers have added concierge services to their offerings to make the travel experience as pleasant as possible.

Unless there is a clear danger in certain territories . in which case government agencies will issue a travel advisory, there should be no travel related risk impediments to limit good business. Risk is found in every country; it is how we manage this risk that is the game changer. Potential profits are higher in countries with higher security and business risks. For this reason some companies prefer to do business in such territories. Proper risk management and support can make this work for you too.

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