TRAVEL RISK OUTLOOK 2020
QUESTIONS & ANSWERS

Participants will be muted throughout.

Please write any question you have in the ‘Q&A’ box at the top right of your screen, anytime during the presentation.

You will be sent:
- A recording of the webinar
- A copy of the map and research findings
PANELISTS

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Travel Risk Management Council views
Business Resilience Trends Survey
Country/Region Medical & Security Risk Ratings
Travel Risk Incident Case Data
On-the-ground Medical and Security Intelligence

TEN PREDICTIONS FOR 2020
Employer’s role in Duty of Care provision – incl. bleisure
Confusion over how to support Millennials & Generation Z
High profile Duty of Care legal cases
Start-ups and SMEs under resourced / inexperienced in how to mitigate risk
Cybercrime / attacks
Natural disasters, extreme weather
Infectious diseases
Geopolitical shifts and civil unrest
Mental health support demands
Physical health issues
## TEN PREDICTIONS FOR 2020

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PREVENTION

• Geopolitical shifts and civil unrest
• Mental health support demands
• Physical health issues
RISKS BORNE FROM GEOPOLITICAL SHIFTS WILL BE THE MOST IMPORTANT MOBILITY CHALLENGE FOR BUSINESSES IN 2020

Source: Travel Risk Outlook 2020: Ten Predictions, International SOS
MENTAL HEALTH ISSUES ARE FORECAST TO INCREASE IN IMPORTANCE IN 2020

Yet only 15% of organisations include mental health issues in their travel policies. Of all regions, Americas, Africa & the Middle East are the best performers – with 19% including this.
Organisations will be more proactive in safeguarding physical health in 2020.

- **Increase in overall case activity.** While serious cases were down 8%. A positive sign.

- **Accidents and injuries, respiratory infections and gastrointestinal conditions** were the top three issues travellers faced last year.

- **12% Increase in malaria cases.** Particularly among international assignees, with more cases requiring evacuation.

- **80% of strokes required evacuation.** Strokes and cardiac conditions were the most common serious cases.
PROTECTION

• Cybercrime / attacks
• Natural disasters, extreme weather
• Infectious diseases
CYBERCRIME IS LIKELY TO GROW AND BE AN INCREASING RISK TO SECURITY IN 2020

Yet less than a third (31%) of organisations include cyber security in their travel policies. Of all regions, Europe is the best performer – with 38% including this.
CLIMATE CHANGE WILL EXACERBATE THE OCCURRENCE OF ENVIRONMENTAL DISRUPTIONS IN 2020

Half of organisations (51%) believe that natural disasters will be among the most likely causes of modified itineraries in 2020.
INFECTIOUS DISEASE OUTBREAKS WILL INCREASE IN 2020 DUE TO THE IMPACT OF MULTIPLE FACTORS INCLUDING CLIMATE CHANGE, INCREASING URBANISATION, DIMINISHING VACCINATION COVERAGE, AND SECURITY INSTABILITY

“You’ve got climate change, leading to the expansion of vector-borne diseases... malaria and dengue coming into the US now and spreading into ranges where it hasn’t been for hundreds of years.”

Travel Risk Management Council
• Employer’s role in Duty of Care provision – incl. bleisure
• Confusion over how to support Millennials & Generation Z
• High profile Duty of Care legal cases
• Start-ups and SMEs under resourced / inexperienced in how to mitigate risk
THE DEBATE WHETHER AN EMPLOYER IS RESPONSIBLE TO COVER ‘BLEASURE TRAVEL’ AS PART OF EMPLOYEE DUTY OF CARE WILL AMPLIFY IN 2020

Yet 22% of organisations include ‘bleisure travel’ in their travel policies. Compared to other regions, Europe is the best performer for including this (27%).
MILLENNIALS AND GENERATION Z ENTERING THE WORKPLACE WITH DIFFERENT PREFERENCES, EXPECTATIONS AND ATTITUDES TO RISK, WILL CONTINUE TO CHALLENGE BUSINESSES TO EVOLVE THEIR RISK STRATEGIES.
HIGH PROFILE DUTY OF CARE LEGAL CASES WILL INCREASE IN 2020
START-UPS AND SMES THAT ARE UNDER-RESOURCED AND INEXPERIENCED WILL STRUGGLE TO MEET DUTY OF CARE OBLIGATIONS IN 2020

We care about the health, safety and security of our employees
It’s the right thing to do
It’s the law
It’s less costly than taking care of incidents

Employers
Employees

Smart, sustainable business operations
# TEN PREDICTIONS FOR 2020

## Prevention
1. **Risks borne from geopolitical shifts** will be the most important mobility challenge for businesses in 2020.

2. **Mental health** issues will increase in importance in 2020.

3. **Physical health**: organisations will be more proactive in safeguarding physical health in 2020.

## Protection
4. **Cybercrime** is likely to grow and be an increasing risk to security in 2020 physical health in 2020.

5. **Climate change** will exacerbate the occurrence of environmental disruptions in 2020.

6. **Infectious disease outbreaks** from established and newly emerging pathogens will increase in 2020 due to multiple factors, including climate change, increasing urbanisation, diminishing vaccination coverage and security instability.

## Productivity
7. **“Bleisure travel”**: the debate whether an employer is responsible to cover bleisure as part of employee Duty of Care will amplify in 2020.

8. **Millenials and Generation Z** entering the workplace with different preferences, expectations and attitudes to risk, will continue to challenge businesses to evolve their risk strategies.

9. **High profile Duty of Care legal cases** will increase in 2020.

10. **Start-ups and SMEs** that are under-resourced and inexperienced will struggle to meet Duty of Care obligations in 2020.
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