BUSINESS RESILIENCE
TRENDS WATCH 2018

INTERNATIONAL SOS

Ipsos MORI
Reputation Centre

CHANGES IN RISK TO TRAVELLERS

63%
↓ Down 9pp[1]

say travel risks have increased over the past year

Bucking the trend: Americas **78%** and Australasia **72%**

52%
↓ Down 5pp[1]

expect travel risks to increase in 2018

Bucking the trend: Americas **63%**
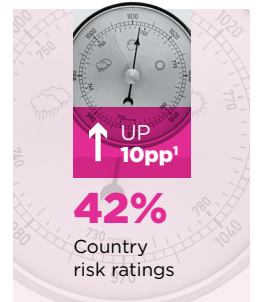
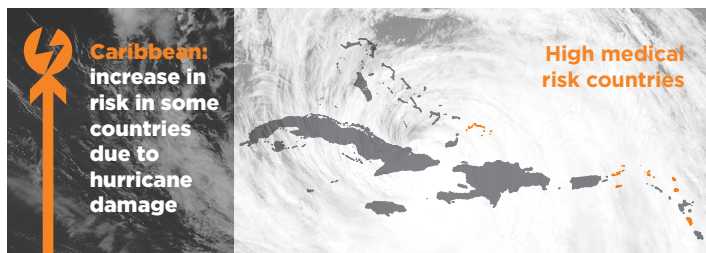### Top 3 causes of modified itineraries

58%
Security threats

43%
Natural disasters and extreme weather events

↑ UP **10pp[1]**

42%
Country risk ratings

Changes in medical risk ratings in parts of the Caribbean and Eastern Europe

Caribbean: increase in risk in some countries due to hurricane damage

High medical risk countries

Eastern Europe: decrease in risk in some countries due to improved standards of medical care

Low medical risk countries

Source: Travel Risk Map 2018, International SOS & Control Risks

THE CHALLENGES OF PROTECTING PEOPLE

Seen as the biggest challenges in ensuring the health and security of a mobile workforce

53%
Educating employees about travel risks

44%
Communicating with employees during a crisis

44%
Confirming with employees that they have read pre-travel information
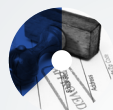
39%
Tracking employee travel

35%
Having adequate resources to manage health and security efforts

Top 5 responses from businesses in 2017 (% 'have done this')

39%
Introduced pre-trip and during trip advisory emails

37%
Included travel risk assessment in travel approval process

33%
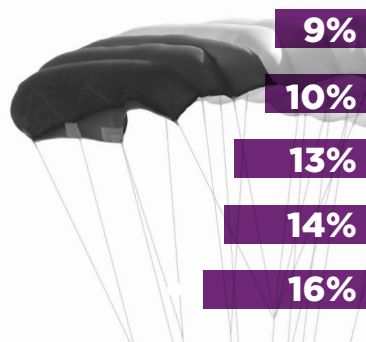Implemented travel safety training and security training

32%
Provided annual health check-up's

31%
Updated travel risk policy (excluding diversity related issues)

Opportunities to build future resilience: what businesses are not doing

9% Only **9%** updated their company **sustainability** programme to include their travel risk programme

10% Only **10%** introduced a **wellbeing** policy

13% Only **13%** monitored the number of **road traffic accidents**

14% Only **14%** updated their travel risk policy to include **diversity-related issues** (e.g. LGBT, female travellers, travellers with disabilities)

16% Only **16%** implemented a programme for people to **understand their existing health issues**[2] while away on business

WORLDWIDE REACH. HUMAN TOUCH.

INTERNATIONALSOS.COM