

2018 BUSINESS IMPACT OF TRAVEL RISKS SURVEY

EUROPE: YOUR VIEW

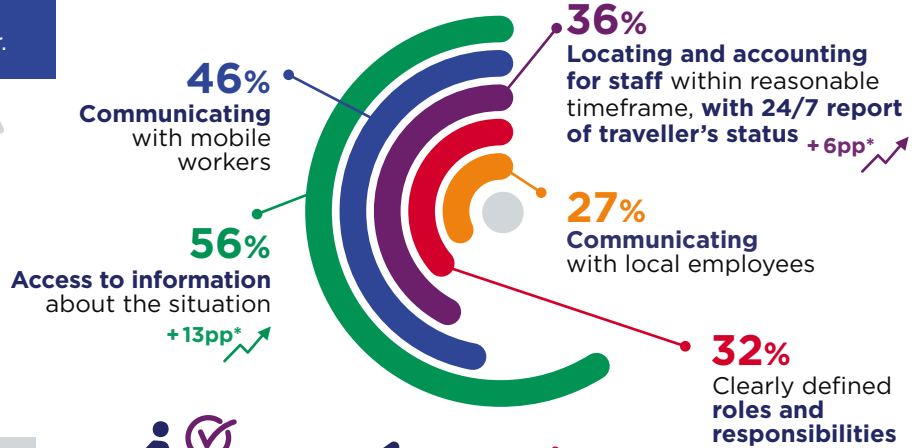


THE CHALLENGES OF PROTECTING YOUR PEOPLE AND BUSINESS CONTINUITY

MORE THAN HALF
of European organisations were impacted by travel disruption or terrorism in the past year.



TOP CHALLENGES IN RESPONDING TO INCIDENTS OR EVENTS



TOP INCIDENTS OR EVENTS THAT IMPACTED ORGANISATIONS AND MOBILE WORKERS IN 2017



THE MEASURES TO PROTECT YOUR PEOPLE AND BUSINESS CONTINUITY

2017 LOOKING BACK: TOP MEASURES PUT IN PLACE TO MITIGATE TRAVEL RISKS

- ✓ 60% Shared pre-trip **advice and information** about travellers' destination
- ✓ 55% Communicated **Travel Risk Policy**
- ✓ 50% Developed and updated **Travel Risk Policy**
- ✓ 44% Organised **travel risk awareness training**
- ✓ 40% Implemented a mechanism to have **quick access to global travel exposure** (traveller tracking)

2018 LOOKING FORWARD: TOP PREVENTATIVE MEASURES TO PUT IN PLACE

- 72% **Improve communication and education**
- 53% **Optimise** use of existing resources +14pp*
- 45% Drill with **crisis simulation exercises**
- 45% **Review/Gap analysis** of Travel Risk Policy and procedures -6pp*
- 43% **Provide regular training** to mobile workers -7pp*

BUSINESS CONTINUITY THROUGH WELLNESS MANAGEMENT



while 74% say their organisation understands the correlation between **worker wellbeing, absenteeism, and productivity.**

only 41% of organisations have conducted a **comprehensive review** of what is done for the health of their mobile workforce.

"It is important to recognise health as a cornerstone of good business. Employee health indicators are becoming core to existing corporate social responsibility, sustainability, and integrated reporting looked at by all shareholders and potential investors."

Dr. Rodrigo Rodriguez-Fernandez
Medical Director at International SOS

The 2018 Business Impact of Travel Risk Survey was conducted by International SOS among 223 people in Europe, mainly executives in Security, Travel, Health and Safety, Risk, HR, Operations, and General Management. Research was conducted online in the period of 24 November 2017 to 18 December 2017. The survey asked respondents about their understanding of the correlation between health and travel security risks and business continuity and how to keep their mobile workers safe. *Compared to the 2017 Business Impact of Travel Risk Survey, measured in percentage points (PP).