

Take the lead on duty of care for the modern business traveller

Modern business traveller anxieties about personal safety continue to grow: More than 1/3 of travel managers saw safety enquiries rise in the last 6 months. Taking the initiative on duty of care gives travel managers a prime opportunity to demonstrate leadership. Here are 5 ways how:

1

Don't wait for a crisis. Engage now.



39%

of travel managers don't meet regularly with key stakeholders to plan for emergencies.

Take the lead!
Invite HR, security, IT, senior leadership and others to plan before a crisis happens.

2

Leverage technology for traveller peace of mind.



Only 57% of travel managers have deployed emergency check-in technology.



While 83% of organisations use some duty of care tools, such as traveller tracking, the latest tech often remains unused.

Leverage the latest solutions to make your travellers feel safe, connected and supported.

3

Educate and inform travellers about safety.



49% of travel managers don't provide traveller safety training.



21% of travel managers don't have proactive safety communication.

Use your internal communication platforms to proactively update travellers on safety so everyone is prepared during a crisis.

4

Talk to your TMC.

45%

of travel managers want more TMC service but don't believe they can afford it.



Engage with your TMC about budget and your duty of care needs so they can work with you to craft solutions that provide more proactive training, real-time communication and efficient traveller support.

5

'Younger' organisations point the way.

40⁺

Travel managers with organisations where the average traveller is under 40 are more likely to respond proactively to traveller safety concerns.

These leaders are adjusting policy, mandating traveller training systems, and introducing or enhancing traveller locating systems. Network and learn from peers with exemplary programmes.

Duty of care is a critical issue for travellers and organisations alike. To find out more about the ways travel managers are setting the safety agenda for their organisations, contact info@acte.org

About this study

The Association of Corporate Travel Executives (ACTE) polled 170 corporate travel buyers from around the world (North America 58%, EMEA 26% and AsiaPac 14%) between 15-28 June 2017.

This study is the latest instalment of ACTE and GBT's modern business traveller insights programme, underwritten by American Express Global Business Travel (GBT). ACTE and GBT collaborated to identify research questions and key themes to address, seeking to take a comprehensive look at the most pressing issues facing the corporate travel industry. Find the previous modern business traveller studies at www.ACTE.org.

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