

# **Safe Passage Through the Global Village**

## ***Creating & Maintaining an Effective Travel Security Program***

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# AGENDA

1. Why Have a Program?
2. What Should it Cover?
3. Common Challenges
4. The Essential Elements
5. Prevention or Preparation?
6. What Can Go Wrong?
7. Summary & Questions



# 1. Why Have a Program?

- *Unrestricted business travel to high-risk locations becomes a high risk activity for companies;*
- *Employer's 'duty of care' to provide safe workplace / conditions arguably extends to business travel;*
- *Some legislation already addresses this – consider The Corporate Manslaughter and Corporate Homicide Act 2007 – UK;*
- *Outsourcing may look attractive but lacks the corporate culture, face and ownership of an in-house program;*

# 1. Why Have a Program?

## Consider:

- *Cost and publicity / reputation issues that follow a serious incident impacting an employee;*
- *How would your organisation stand up to official post-incident enquiry?*
- *Do you satisfy the 'duty of care' test?*
- *Are you adequately prepared to respond?*

## 2. What Should A Program Cover?

### The Destination:

- *Assess and rate destinations for risk comprising terrorist acts, crime, safety and health issues;*
- *Also consider severe weather conditions where relevant;*
- *Use the risk assessments to set and scale restrictions / approvals;*

### The Traveller:

- *First time or experienced traveller?*
- *Nationality – risk usually lower for a national of the country;*
- *Briefing for High to Extreme risk locations – they need to know what to expect;*
- *Tracking Travel Bookings – alert system for high-risk itineraries;*
- *Contact details – think about how you will contact the traveller in an emergency*

## 2. What Should A Program Cover?

### The Mode of Travel:

- *Airlines – ban or restrict bookings based upon safety records, FAA / EU accreditation etc;*
- *Ground or Sea travel – eg. trains in India; ferries in the Philippines; local taxis or public transport in many countries;*
- *Self-drive car rental – not a good idea in many foreign locations;*

### Hotel Accommodation:

- *Assess and approve hotels for standards of security and life safety;*
- *Risks differ across locations – assessment must consider local conditions;*
- *Beware of the façade – check that processes are followed all of the time.*

## 2. What Should A Program Cover?

### Timely and Accurate Intel:

- *Alerts – significant incidents or events occurring worldwide that might impact your business travellers;*
- *Location Intel – up to date information to assist in risk assessment and briefings;*
- *Local or in-country sources as well as global coverage from vendors and news media;*
- *Consider other sources such as OSAC and NGOs*

## 3. Common Challenges

### Corporate Philosophy:

- *Some organisations won't recognise the risk – subject to international footprint and past incidents;*
- *This might affect resourcing/budget and policy setting;*
- *Senior Executive perception of personal risk varies;*

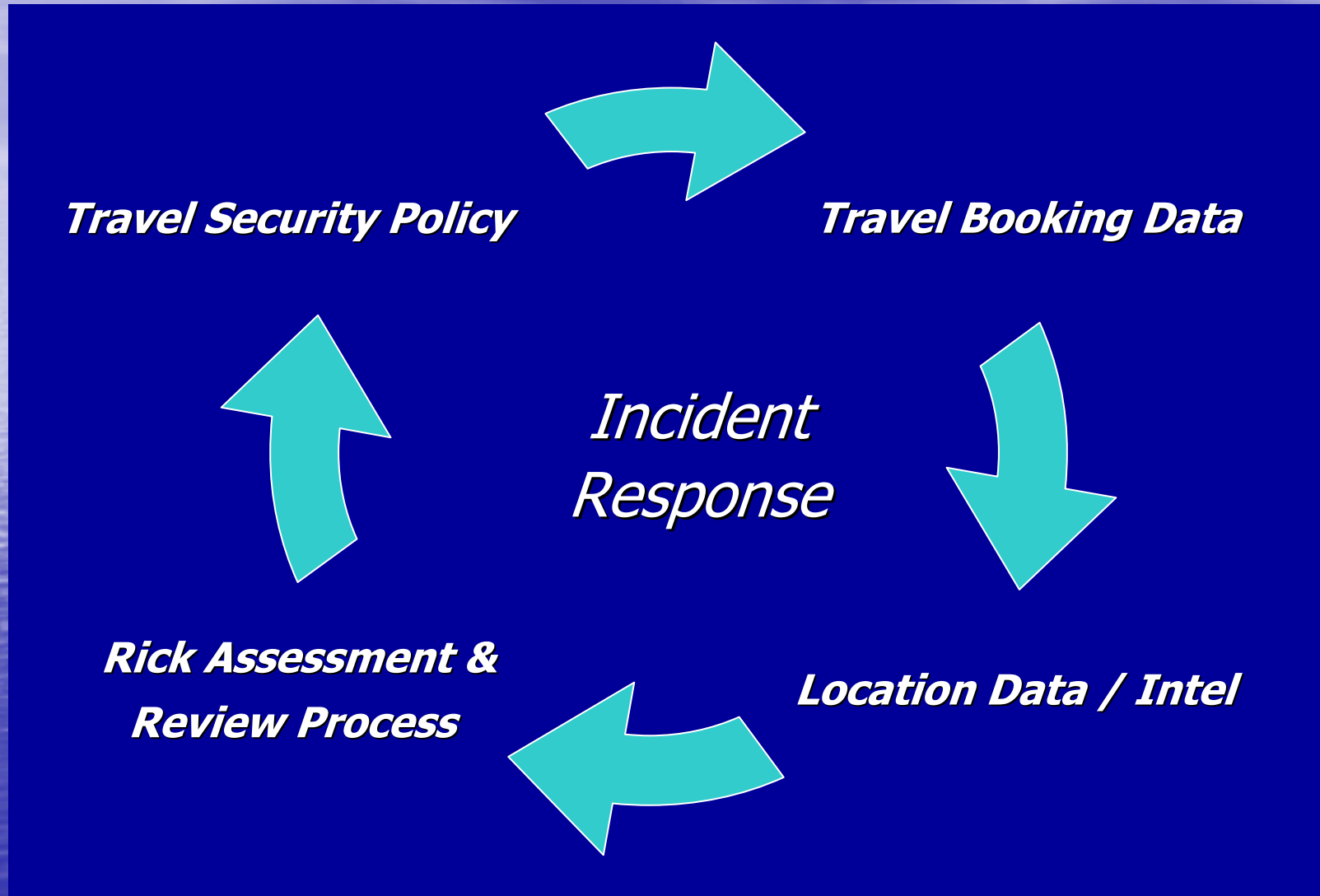
### Group and Individual Compliance:

- *Some will avoid corporate travel system and therefore your program – policy must provide sanctions for this;*
- *Many believe they are 'worldly' travellers and immune from risks;*
- *Some just take stupid risks or fail to consider the context;*

### Corporate Travel Provider:

- *Failure to apply restrictions;*
- *Also some compliance issues – might give in to individual pressure;*

## 4. Essential Elements



## 5. Prevention or Preparation?

### A Careful Balance of Both:

#### *Prevention*

- *Monitor – bookings to high risk destinations; airlines; hotels; significant incidents or events;*
- *Manage - Approval Process; briefings; advisories; defer travel due to immediate conditions;*
- *Traveller awareness – trip registration; vaccinations; health advice;*

#### *Preparation*

- *Vendor engagement – emergency healthcare / med-evac; kidnap incident; insurances;*
- *Incident Management – emergency hotline; travel-tracking; crisis management; communications plan;*

# 6. What Can Go Wrong?

## Anything You Can Imagine – and More!!

The screenshot shows a Microsoft Internet Explorer browser window displaying the CNN.com website. The address bar shows the URL: <http://www.cnn.com/2004/WORLD/meast/06/18/saudi.kidnap/>. The page title is "Al Qaeda militants kill American hostage". The main headline reads: "Al Qaeda militants kill American hostage" and "Terrorist group leader, 3 others die in Riyadh gunbattle". The article text states: "(CNN) -- Saudi security forces killed a top al Qaeda leader in the kingdom shortly after the decapitated body of American hostage Paul Johnson Jr. was left in a remote area of Riyadh, security sources said. Abdel Aziz al-Muqrin, the self-proclaimed military leader of al Qaeda in Saudi Arabia, was killed while disposing of Johnson's body, the sources told CNN. But a statement attributed to al Qaeda denied al-Muqrin's death, saying 'Saudi tyrants' trying to discourage the mujahideen were spreading 'false news.' There was no way to immediately confirm the denial. Three other terror suspects also were killed, including the second most wanted man in Saudi Arabia, Rakan Alsaykhan, who had close ties with the al Qaeda mastermind of the October 2000 bombing of the USS Cole. The other two suspects -- brothers named Bandar and Faisal Aldakheel -- were also on the Saudi 'most wanted' list, the sources said. All four were slain after a police chase and gunbattle in the Saudi capital, the sources said. The Saudi government said it had killed the four suspects after a police chase and gunbattle in the Saudi capital, the sources said. The Saudi government said it had killed the four suspects after a police chase and gunbattle in the Saudi capital, the sources said."

The page includes a "RELATED" section with links to "Interactive: Profile: Paul Johnson Jr.", "Audio Slide Show: Reactions to Johnson's death", "Gallery: Johnson and his captors", "Son pleads for hostage's release", "CNN's Deborah Ferverick is with the Johnson family", and "Saudi clerics condemn violence". There is also a "VIDEO" section with three video thumbnails: "Paul Johnson Jr. was beheaded by his captors in Saudi Arabia", "Secretary of State Powell condemns the killing as barbaric", and "CNN analyst: Beheading could backfire on terrorists". A "YOUR E-MAIL ALERTS" section is partially visible at the bottom.

The browser's taskbar at the bottom shows several open applications: Start, Microsoft Outlook, Photos, Microsoft PowerPoint, and the CNN.com browser window. The system clock indicates the time is 1:48 PM.

## 7. Summary

- *International Business Travel is full of risks and hazards for travellers;*
- *Not all organisations see this – part of your job might be to explain the risk story;*
- *Understand and assess the risks – then rate them by destination;*
- *Reduce or mitigate risks by managing destinations, air-travel, land / sea transport, accommodation and travellers;*
- *To do this you need good data – booking data, location intel, alerts to significant events, travel tracking and contact details;*
- *Prepare for incidents – reporting hotline, vendor arrangements for crime incident response and health/injury response, crisis management and communications plan;*

*A final word about international business travel:*

*"Life is tough, but it's tougher when you're stupid!"*

*- John Wayne*

**QUESTIONS ?**

**THANK YOU**

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