

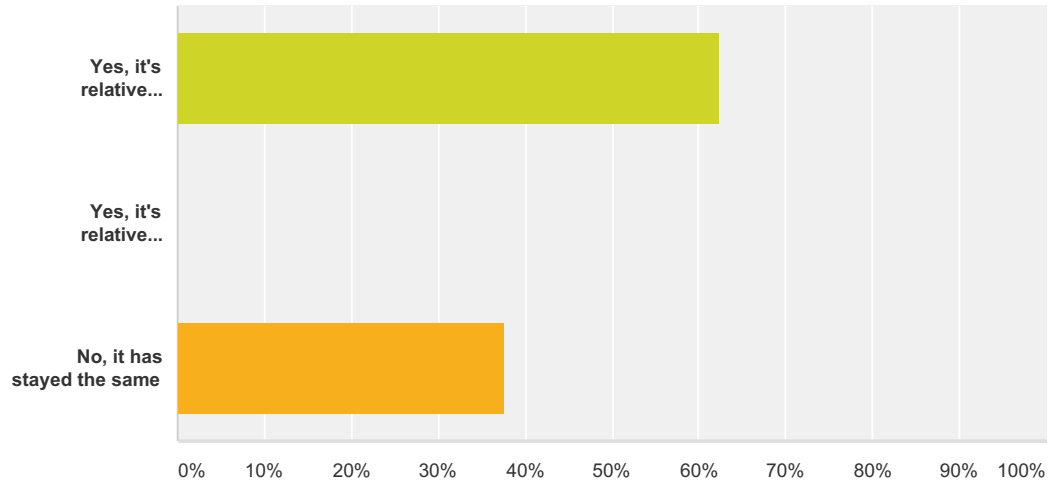


Travel Risk Survey Results

July 14, 2017

Q1 In the last year, has your company's prioritization of travel risk management, compared to other risks, changed?

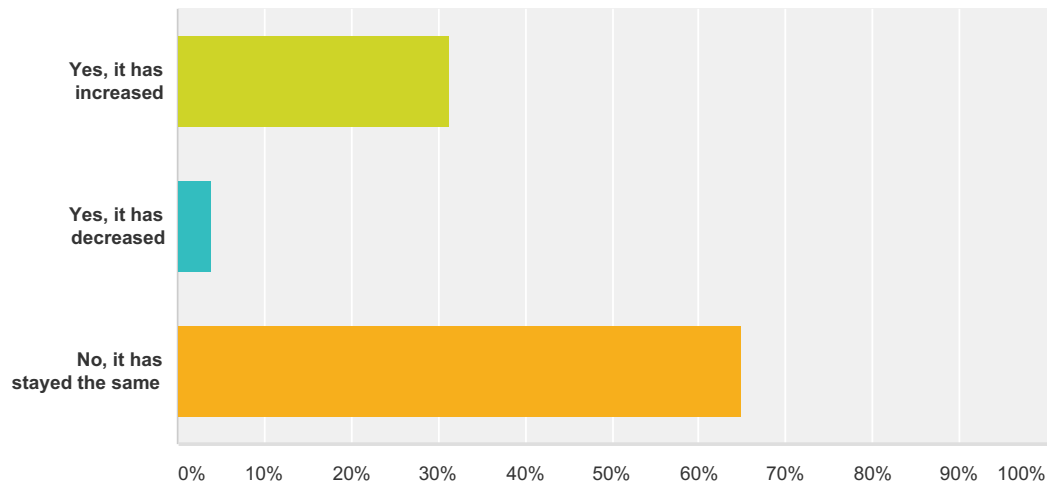
Answered: 207 Skipped: 0



Answer Choices	Responses
Yes, it's relative importance has increased	62.32% 129
Yes, it's relative importance has decreased	0.00% 0
No, it has stayed the same	37.68% 78
Total	207

Q2 In the last year, has your company's travel risk management budget changed?

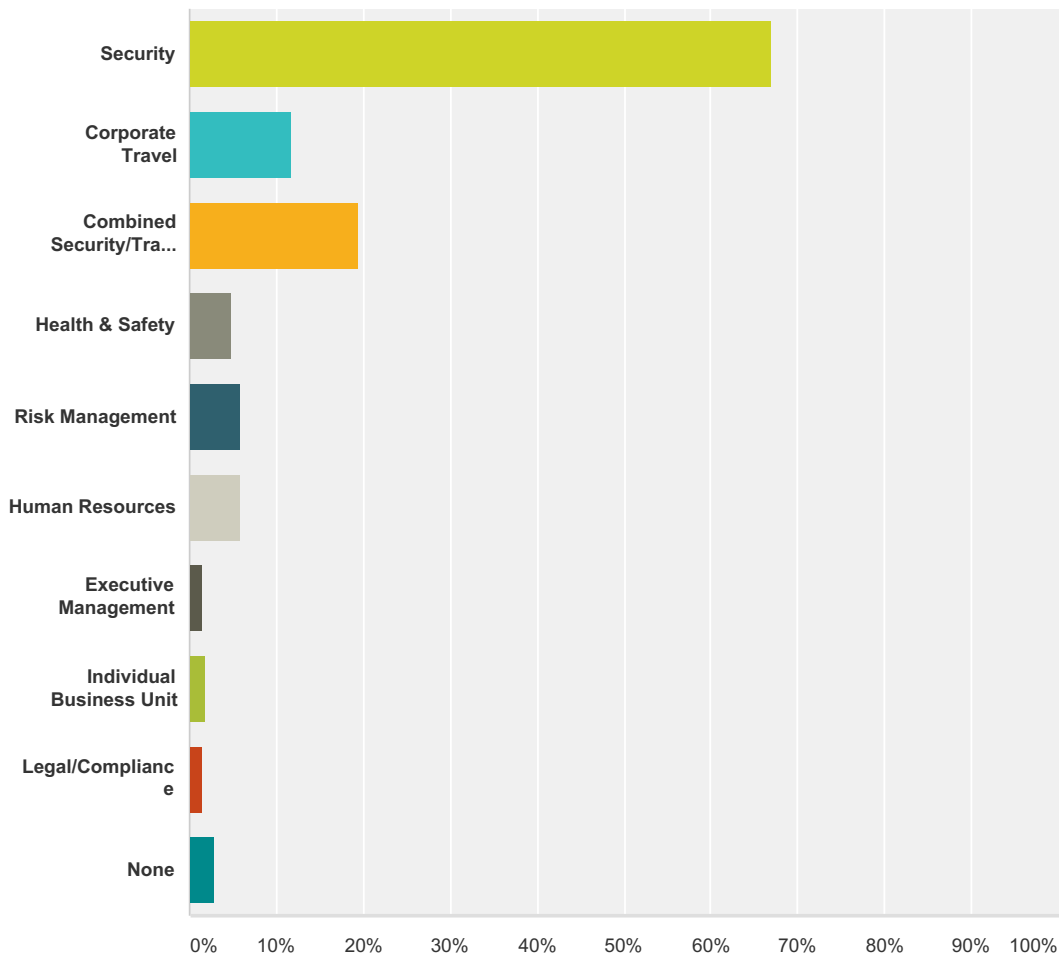
Answered: 205 Skipped: 2



Answer Choices	Responses	
Yes, it has increased	31.22%	64
Yes, it has decreased	3.90%	8
No, it has stayed the same	64.88%	133
Total		205

Q3 Which department has primary responsibility for travel risk management?

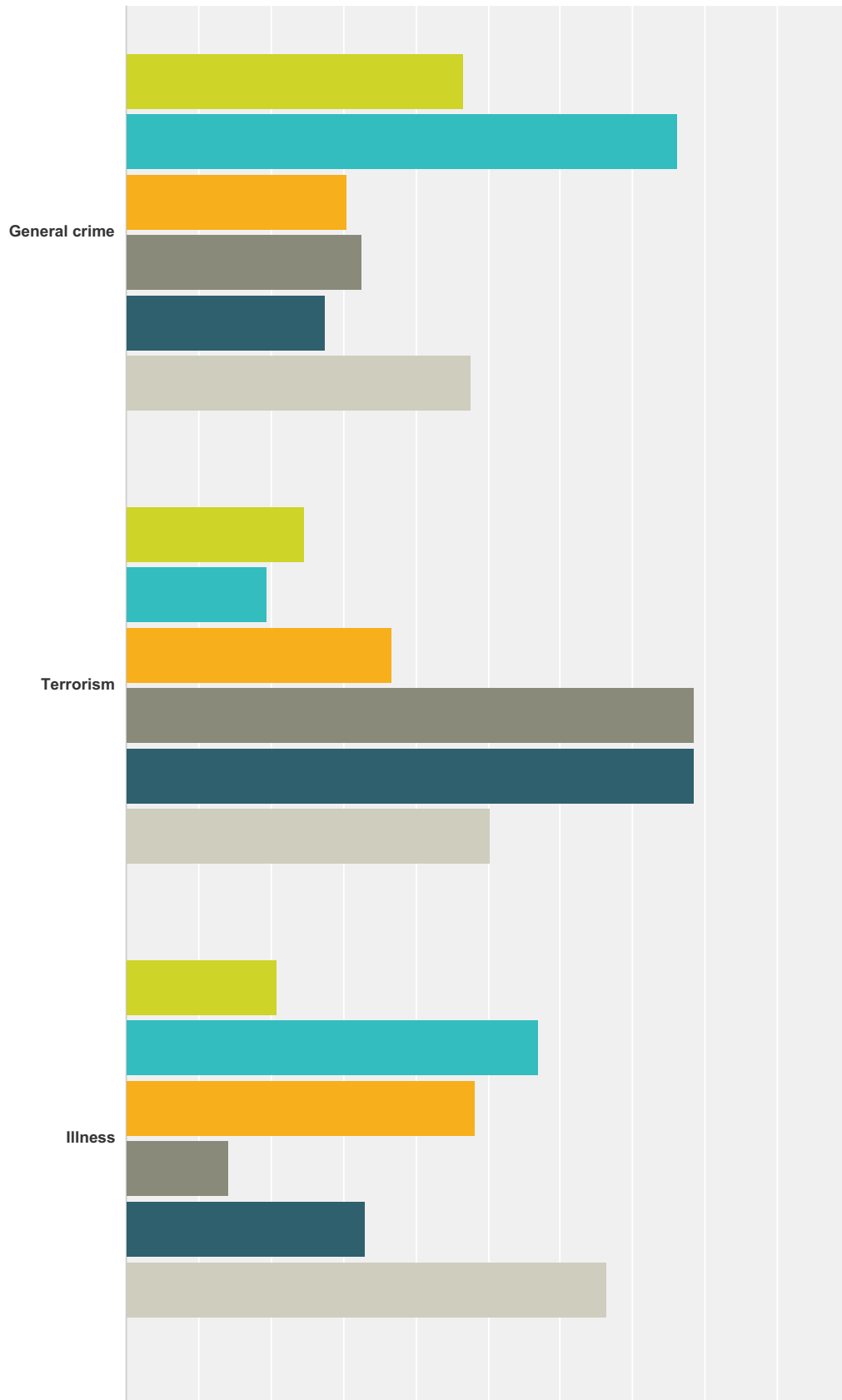
Answered: 206 Skipped: 1



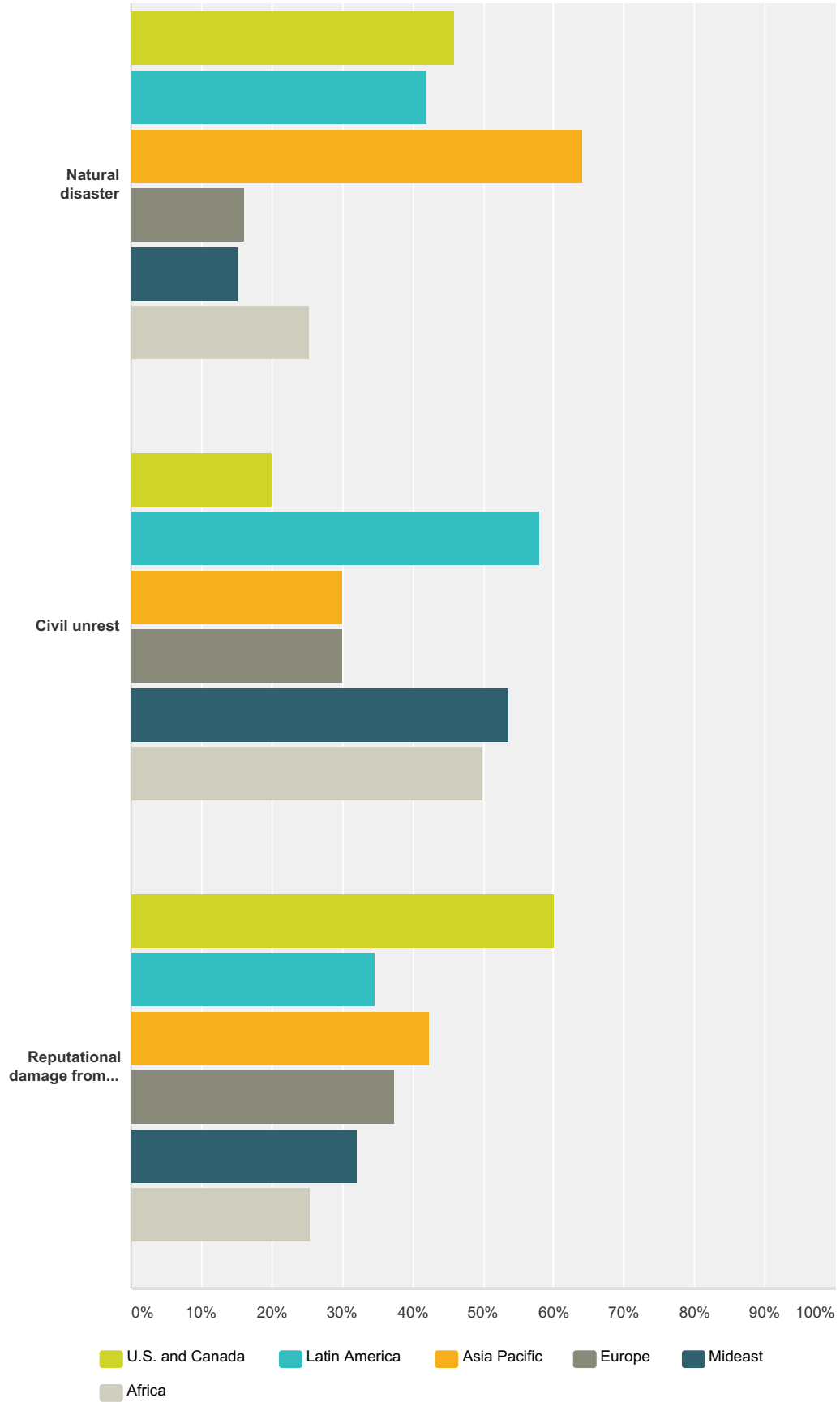
Answer Choices	Responses	Count
Security	66.99%	138
Corporate Travel	11.65%	24
Combined Security/Travel department	19.42%	40
Health & Safety	4.85%	10
Risk Management	5.83%	12
Human Resources	5.83%	12
Executive Management	1.46%	3
Individual Business Unit	1.94%	4
Legal/Compliance	1.46%	3
None	2.91%	6
Total Respondents: 206		

Q4 What is your biggest security concern(s) for traveling staff?

Answered: 202 Skipped: 5



Travel Risk Survey



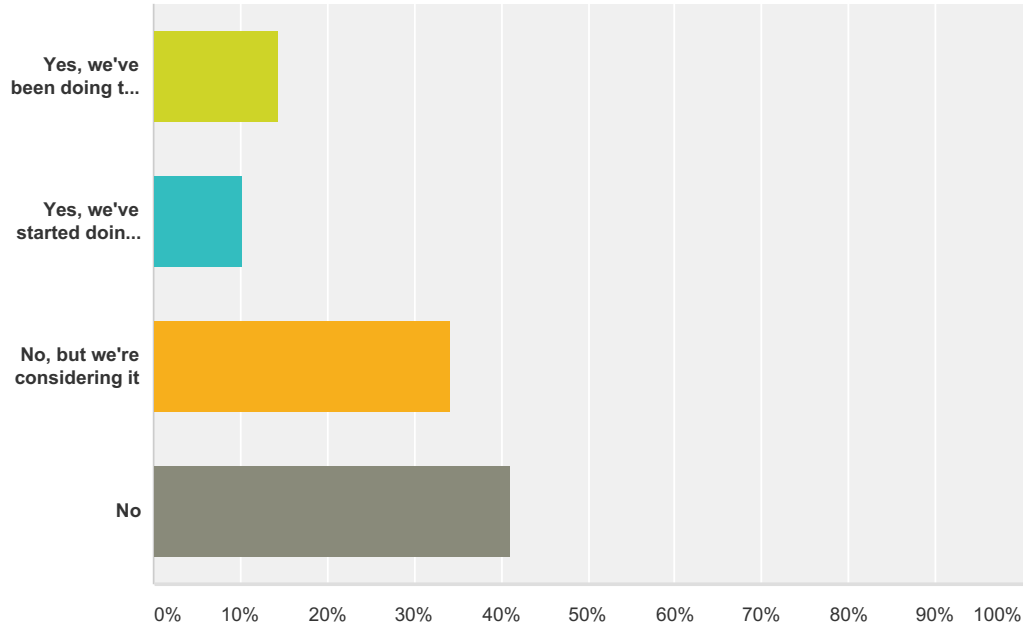
	U.S. and Canada	Latin America	Asia Pacific	Europe	Mideast	Africa	Total Respondents
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Travel Risk Survey

General crime	46.63% 90	76.17% 147	30.57% 59	32.64% 63	27.46% 53	47.67% 92	193
Terrorism	24.61% 47	19.37% 37	36.65% 70	78.53% 150	78.53% 150	50.26% 96	191
Illness	20.81% 31	57.05% 85	48.32% 72	14.09% 21	32.89% 49	66.44% 99	149
Natural disaster	46.00% 69	42.00% 63	64.00% 96	16.00% 24	15.33% 23	25.33% 38	150
Civil unrest	20.00% 32	58.13% 93	30.00% 48	30.00% 48	53.75% 86	50.00% 80	160
Reputational damage from misbehaving employees	60.17% 71	34.75% 41	42.37% 50	37.29% 44	32.20% 38	25.42% 30	118

Q5 Do you monitor the whereabouts of traveling staff with GPS on their smartphones?

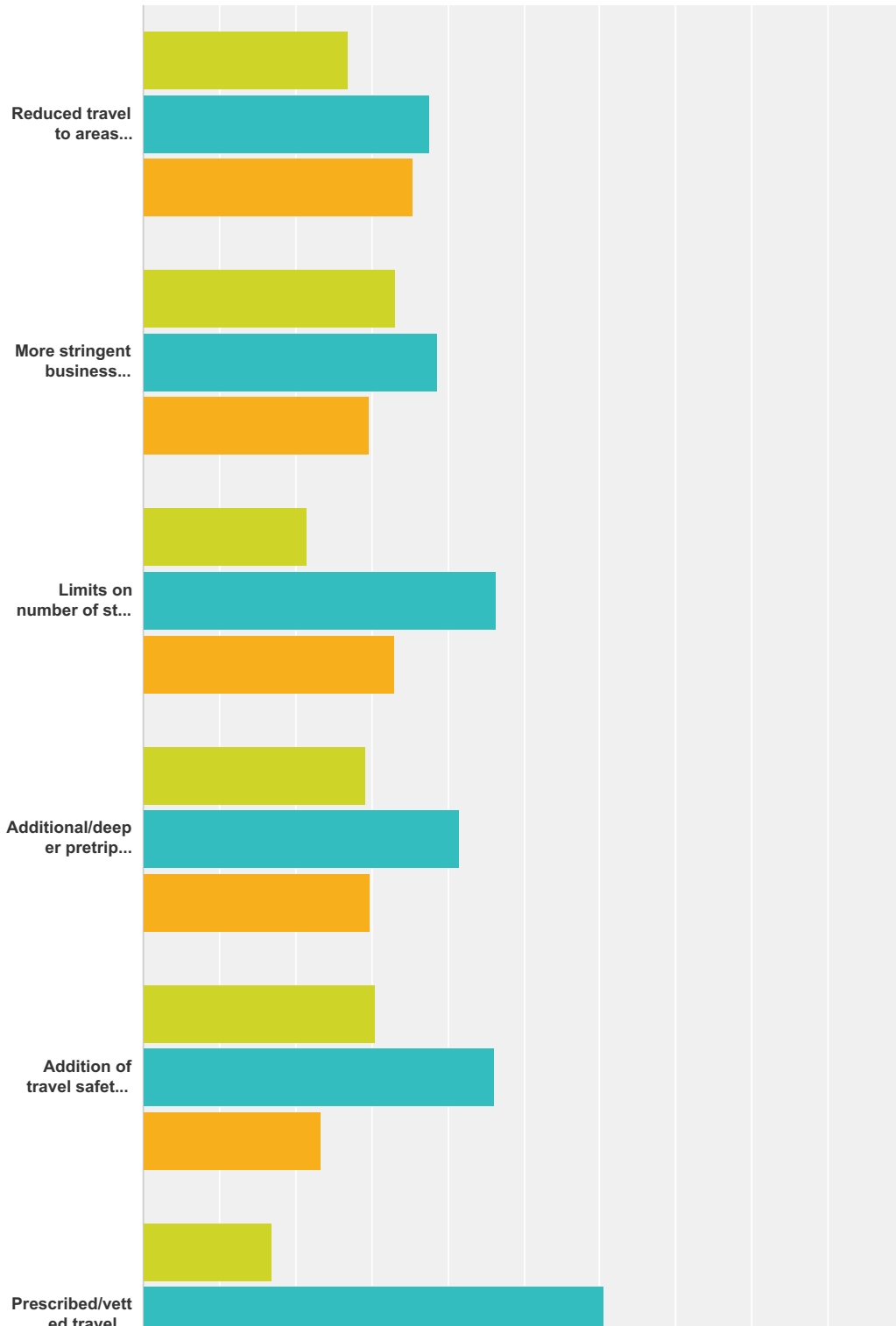
Answered: 207 Skipped: 0



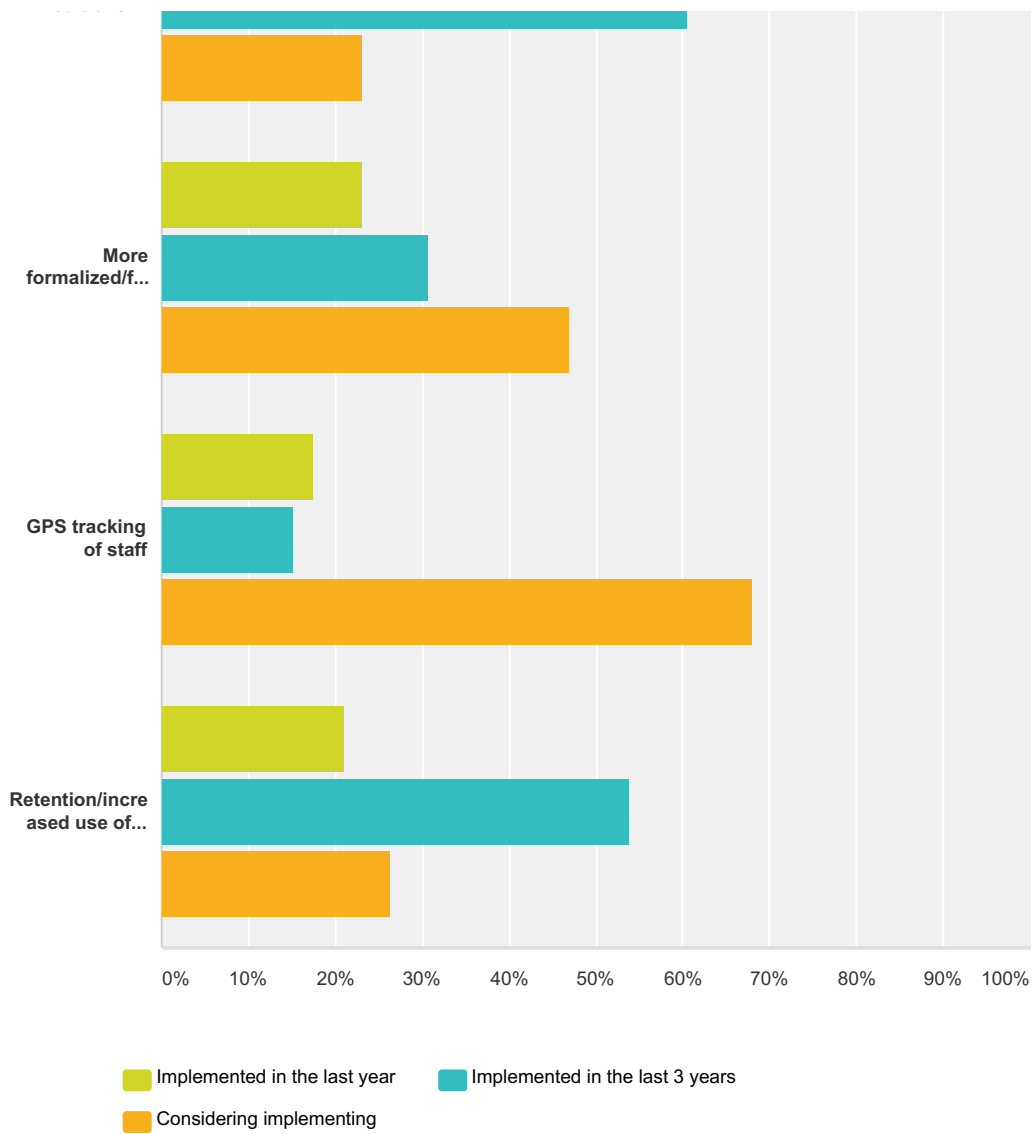
Answer Choices	Responses	Count
Yes, we've been doing this for more than a year	14.49%	30
Yes, we've started doing this in the past year	10.14%	21
No, but we're considering it	34.30%	71
No	41.06%	85
Total		207

Q6 How have recent attacks in Europe (UK, Belgium, France, Sweden, Denmark, Turkey, Germany, Russia, etc.) affected corporate travel policies, procedures, or measures for the region (you may check more than one box per row)?

Answered: 187 Skipped: 20



Travel Risk Survey



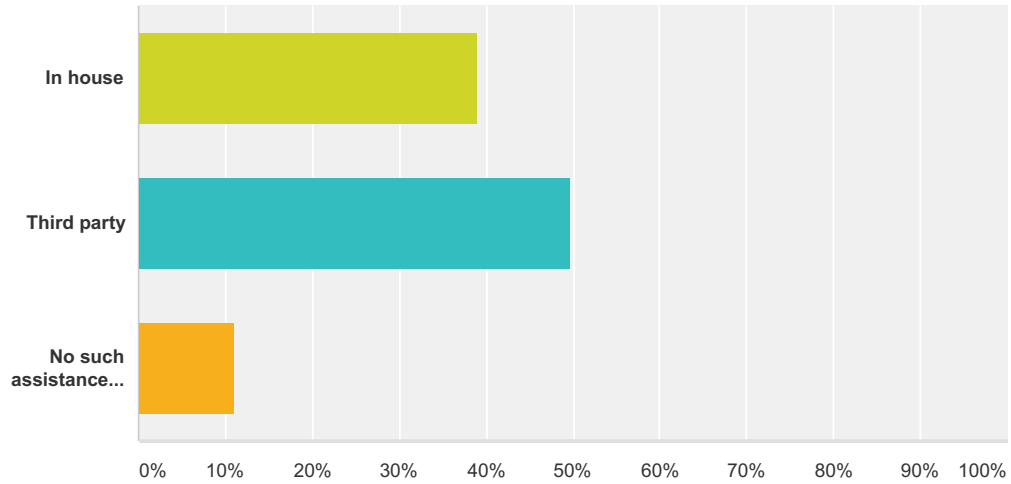
	Implemented in the last year	Implemented in the last 3 years	Considering implementing	Total Respondents
Reduced travel to areas determined as riskier	26.95% 38	37.59% 53	35.46% 50	141
More stringent business requirements for travel/pretrip approval	33.10% 48	38.62% 56	29.66% 43	145
Limits on number of staff traveling together	21.49% 26	46.28% 56	33.06% 40	121
Additional/deeper pretrip briefings	29.22% 45	41.56% 64	29.87% 46	154
Addition of travel safety hotline/app/resource	30.52% 47	46.10% 71	23.38% 36	154
Prescribed/vetted travel services (airlines, hotels, cars/taxis, etc)	17.01% 25	60.54% 89	23.13% 34	147
More formalized/frequent staff check-ins	23.13% 31	30.60% 41	47.01% 63	134
GPS tracking of staff	17.60% 22	15.20% 19	68.00% 85	125

Travel Risk Survey

Retention/increased use of third-party providers (travel risk, emergency assistance, extraction, etc)	21.15% 33	53.85% 84	26.28% 41	156
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Q7 Regarding assistance for traveling staff (briefings, medical, legal, logistical, etc.) is that function provided in-house or by a third-party provider?

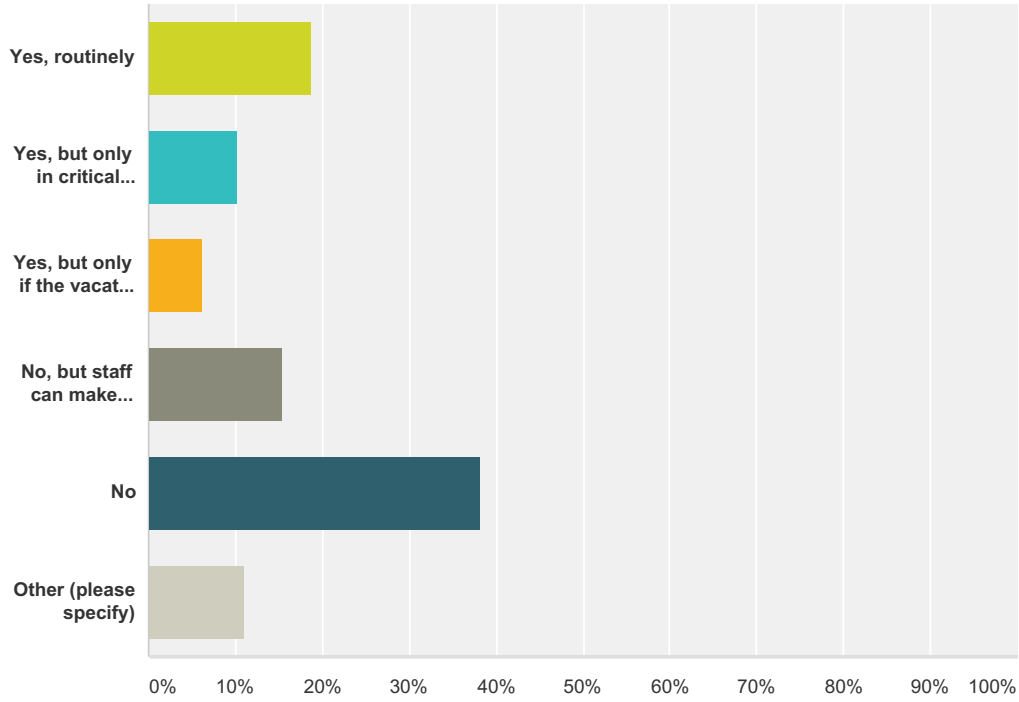
Answered: 207 Skipped: 0



Answer Choices	Responses
In house	39.13% 81
Third party	49.76% 103
No such assistance offered	11.11% 23
Total	207

Q8 Does your organization provide any travel-risk management services to staff who are on personal vacation?

Answered: 207 Skipped: 0



Answer Choices	Responses
Yes, routinely	18.84% 39
Yes, but only in critical situations (kidnap, serious illness, etc)	10.14% 21
Yes, but only if the vacation days are an extension of a business trip	6.28% 13
No, but staff can make personal arrangements with our third-party provider at preferred rates	15.46% 32
No	38.16% 79
Other (please specify)	11.11% 23
Total	207

#	Other (please specify)	Date
1	Associates have access to company Travel Apps anytime	6/26/2017 10:23 AM
2	No. Limited options by National Labour Law(s).	6/26/2017 10:14 AM
3	Staff are encouraged to access the 3rd party providers web site: WorldWatch of UHC former ASI. Corporate Security will provide detailed briefing upon request only. For Company leadership (CEO suite) we always provide pre trip advice which includes leisure	6/23/2017 2:54 AM
4	Only upon request	6/23/2017 2:48 AM
5	J	6/22/2017 9:49 PM
6	For executives only	6/22/2017 6:28 PM

Travel Risk Survey

7	Third party assistance and insurance provided for ownership family and separate policy for employees. Provide contact information for security and Law Enforcement to the owner for all known visit locations.	6/22/2017 4:29 PM
8	These are considered case by case	6/22/2017 3:35 PM
9	Yes - Routinely for Senior executives. No - for most employees.	6/22/2017 3:23 PM
10	We might provide advice or guidance as a courtesy depending on the location, but it would be an exception rather than the norm.	6/22/2017 12:08 PM
11	yes, only for top executives	6/21/2017 12:55 PM
12	No, but country travel risk database can be used	6/21/2017 5:34 AM
13	Corporate officers are covered, other employees can be covered on a case by case basis.	6/20/2017 2:42 PM
14	This is an opt in options. We focus on travel to higher risk countries.	6/20/2017 12:54 PM
15	Considering intergration to new programs	6/20/2017 4:33 AM
16	Staff have free access to some services, but it is not required for them to use them for vacation purposes.	6/20/2017 2:34 AM
17	Yes, travel briefs/intelligence	6/19/2017 5:13 PM
18	The travel risk management awareness and services are set up for business and personal travel.	6/19/2017 4:19 PM
19	Owners & Officers	6/19/2017 3:44 PM
20	International SOS covers employees during both business and personal trips	6/19/2017 2:52 PM
21	Yes, but through self service option via 3rd party.	6/19/2017 2:40 PM
22	but only for executives	6/19/2017 2:33 PM
23	Travel Briefings upon request	6/19/2017 2:32 PM

Q9 How has the increased global terrorist threat otherwise affected your organization's travel risk management program and practices?

Answered: 117 Skipped: 90

#	Responses	Date
1	It hasnt affected my organization so far, but I believe its a threat they should be taking more seriously.	6/28/2017 9:48 AM
2	We are uniquely aware of the consistently increasing threat and provide more and more security/safety briefings to traveling and locally based employees. We are constantly monitoring events throughout EMEA to determine impact.	6/27/2017 10:26 PM
3	Reviewing the risk mgmt approach and more efforts towards low terr risk countries	6/26/2017 6:08 PM
4	we have closed areas for travel completely	6/26/2017 4:31 PM
5	Travel to affected areas has been suspected.	6/26/2017 3:42 PM
6	Increased awareness has opened the door for risk mitigation tactics.	6/26/2017 12:26 PM
7	Certainly the increase in incidents in Europe have focused senior executives attention in this area.	6/26/2017 12:06 PM
8	Nothing more than what is covered in this survey	6/26/2017 10:23 AM
9	more briefings; however, terrorism is still of low concern; top concern remains medical, crime, road traffic;	6/26/2017 8:10 AM
10	Due to increased terrorist attacks a PNR-based travel monitoring system has been implemented to enable the company to localize employees in endangered areas with the aim to provide assistance and to receive precise situation pictures.	6/26/2017 4:47 AM
11	Only for high risk areas such as Philippines	6/25/2017 10:49 PM
12	Not significantly. General increased awareness and following advice of government regarding travel	6/25/2017 5:52 PM
13	Staff's perception has changed in general are more cognizant of the threat although the actual risk of being hurt in a terrorist attack remains the same! The point is that staff used to be ok to see something happen in another third country but now that it happens at home (Europe) it changes the staff member's feeling of being safe for their family members and themselves.	6/25/2017 6:40 AM
14	Implement more focused Risk assessment & prevention measures	6/24/2017 12:28 PM
15	Accounting for travelers program improved Crisis Management desktop exercises increased More time reporting & following-up terror attacks Essential trips to EU only when alert was raised Mixed assist. (InHouse+3PV) for traveling staff	6/23/2017 4:36 PM
16	The recent events in the EU has resulted in new employee notification procedures via MIR3	6/23/2017 2:04 PM
17	Minimal impact on existing program	6/23/2017 2:01 PM
18	More engagement with travelers.	6/23/2017 1:03 PM
19	Heightened concerns and topic of Duty of Care	6/23/2017 12:23 PM
20	Not any, we don't see it as global as its isolated to Europe and apart from the emotions there are actually very few occurrences.	6/23/2017 10:21 AM
21	increased briefing and decreased travel to areas of higher risk	6/23/2017 8:17 AM
22	More concerns - Risk Management	6/23/2017 7:47 AM
23	Recently my organization has began sourcing production in two high risk destinations. The initial set-up of the facility, production etc. calls for an increased number of travelers to these destinations.	6/23/2017 7:24 AM
24	None in the continental US. No foreign travel	6/23/2017 7:18 AM
25	Increase overall vigilance and monitoring of threats around the world.	6/23/2017 5:50 AM
26	Yes	6/23/2017 5:06 AM

Travel Risk Survey

27	Executives have limited exposure to areas effected by the threat in Europe.	6/23/2017 3:37 AM
28	Not at all. we have always been alerted. Terror is not new to the world though it seems that US based companies create concerns where there is no concern. The chances getting caught up in violent crime are in any US major city multiple of any European city .By the way, we did decrease our travel security budget last year. Question 2 did not provide that option.	6/23/2017 2:54 AM
29	More frequently monitoring on travelers to specific countries	6/23/2017 2:48 AM
30	We have increased headcount in security- Travel dept and working lot of investment to improve this section	6/22/2017 11:43 PM
31	Enhanced monitoring and evaluation of risk	6/22/2017 10:09 PM
32	Increased awareness and risk	6/22/2017 9:30 PM
33	Greater awareness and support for travel security initiatives. Funding is still an issue.	6/22/2017 8:48 PM
34	Scrutiny over need to meet	6/22/2017 6:28 PM
35	The potential to eliminate London Trips.	6/22/2017 4:29 PM
36	Just added the factors in the risk assessment	6/22/2017 4:06 PM
37	While general security threats appear to have increased in both type and location, the actual risk to the company's assets and brand has remained fairly constant. Recent events, combined with 24/7 news coverage, have created an increased perception of risk which has permeated all levels within the company. Although this understandable, effort needs to be spent educating employees (regardless of level) about the critical distinction between threats, vulnerabilities and risks.	6/22/2017 4:06 PM
38	It has to some extent & it has helped us to restructure the units involved the risk management operations.	6/22/2017 4:05 PM
39	has not	6/22/2017 3:52 PM
40	Greater scrutiny placed on travel requests. Increased monitoring of frequent travel areas/markets	6/22/2017 3:46 PM
41	Moderately	6/22/2017 3:39 PM
42	important	6/22/2017 3:36 PM
43	Increased focus on travel risks I what were traditionally low risk destinations	6/22/2017 3:35 PM
44	General awareness of all employees.	6/22/2017 3:32 PM
45	None	6/22/2017 3:27 PM
46	N/A	6/22/2017 3:21 PM
47	somewhat	6/22/2017 3:16 PM
48	Senior leaders are becoming more concerned about traveling employees (whereas Security has always been concerned)	6/22/2017 3:12 PM
49	We're committed to using the resources we've had all along, but underutilized	6/22/2017 3:10 PM
50	Same	6/22/2017 3:10 PM
51	We are blissfully unaware	6/22/2017 2:39 PM
52	We have become very good at responding at very short notice. We have tightened journey management procedures, including with pre-trip approvals and engaging with customer locations being visited and having them demonstrate their security preparedness and mitigation measures.	6/22/2017 12:08 PM
53	More diligence in monitoring global events and subsequent engagement with traveling personnel	6/22/2017 11:34 AM
54	Increased visibility and monitoring of areas employees are traveling to; implementation of notifications to employees in affected areas	6/21/2017 5:30 PM
55	helped kick start formalized program implementation	6/21/2017 5:28 PM
56	More pretravel briefings, travel clearance for certain destinations and giving more visibility to corporate security team as a business partner	6/21/2017 12:55 PM
57	Little, employee behavior has changed they are more aware of and use the services provided more consistently. They ask more questions and seek knowledge ... we had a good program engagement was poor	6/21/2017 9:08 AM
58	No increase, the travel advisory/awareness and emergency response framework was already existent so any increase or shift of travel risks like terrorism, natural disaster, civil unrest is covered at any time	6/21/2017 5:34 AM

Travel Risk Survey

59	only related to travel to Turkey.	6/20/2017 9:16 PM
60	More frequent briefings to areas of concern by our Regional Security Managers globally and their teams to our employees. Increased communications content on our security website and more frequent in person brown bags and other outreach to our employees on awareness and safety.	6/20/2017 4:49 PM
61	We have implemented travel bans as needed.	6/20/2017 3:21 PM
62	our program has more support from the top. As risk increases, the obvious need for a more comprehensive program is supported.	6/20/2017 3:21 PM
63	We regularly raise employee awareness of potential travel risks through security advisories and via open-source security related articles.	6/20/2017 2:42 PM
64	Forcing us to consider traveler safety and tracking more than we have in the past.	6/20/2017 2:18 PM
65	We have improved our engagement with the business and offering more services.	6/20/2017 12:54 PM
66	restrictions	6/20/2017 12:40 PM
67	No change, travel to high /extreme risk areas must have security approval before the ticket is issued	6/20/2017 11:35 AM
68	Better buy in from management	6/20/2017 10:43 AM
69	Not overly different, however certain countries are imposing more challenging considerations for travelling on business. (example hand carry electronics restrictions)	6/20/2017 10:35 AM
70	Caused us to rethink our strategy	6/20/2017 10:13 AM
71	Increased briefings regarding use of travel security program and Emergency Notification Systems	6/20/2017 5:28 AM
72	With an estimated 7000 business travellers we now have an Increased focus on tracking our business travellers via a third party provider (Travel Tracker System). Additional focus on duty of care to our business travellers with additional functionalities added to our existing Travel Management Company (TMC) service. i.e Pre trip advisories, Mobile check prompt, Mobile check in function, security and medical assistance options. new procedures in place for employees planning to travel to high risk and extreme risk countries.	6/20/2017 5:24 AM
73	Increased training and awareness capabilities, developed perception management program and increased accounting and response systems	6/20/2017 4:33 AM
74	This topic is certainly on the C-level agenda now.	6/20/2017 4:06 AM
75	We are more at risk and vulnerable ,thus we have to step up and increase our internal vigilance.	6/20/2017 2:37 AM
76	We re-did our travel risk management a number of years ago. It is under review, but no major changes are expected now.	6/20/2017 2:34 AM
77	immediate information and guidance in case of an attack via the travel monitoring system. high level regular reporting /forecasting for top executives in formalized briefing documents	6/20/2017 2:28 AM
78	Greater awareness and engagement	6/20/2017 2:20 AM
79	Not much, however it has brought an insight of what is happening and provide the importance of Travel risk management,Management has taken a serious thought on this and adequate budget is being gathered on this.Travel guidelines being circulated across for employees awareness and key travel plans pre briefing and post briefing is being done.Awareness on IT security and personnel security is being emphasized.	6/20/2017 2:03 AM
80	Increased preparation for incident response	6/20/2017 1:24 AM
81	it is getting more strict	6/20/2017 12:19 AM
82	Renewed interest in corporate traveler safety and security. Implementation of new technology and policies under evaluation.	6/20/2017 12:06 AM
83	Reduction in travels and events, especially in Europe	6/19/2017 8:05 PM
84	Have increased intelligence gathering and alert capabilities via third parties	6/19/2017 7:52 PM
85	no so far.	6/19/2017 5:45 PM
86	Increase of personal protection	6/19/2017 5:45 PM
87	N/A	6/19/2017 5:13 PM
88	We are a travel risk management company so the increase has reminded us of why risk mitigation is necessary even in traditionally low risk destinations.	6/19/2017 5:10 PM

Travel Risk Survey

89	increased awareness and requirements for senior management approvals	6/19/2017 5:04 PM
90	Not at all, we already had a stringent program with third party coverage	6/19/2017 4:35 PM
91	Just reinforces the business value.	6/19/2017 4:19 PM
92	The scope of risk has extended to areas throughout the globe that were once not considered at higher risk for terrorism but now require much closer attention and pre-travel security awareness briefings.	6/19/2017 4:11 PM
93	Global threat has definitely affected company programs but our operations in West Africa and East Africa are predominantly high risk areas. hence additional emphasis is being placed on travel risk mitigation strategies.	6/19/2017 3:35 PM
94	more employees interested in geopolitical and security advice than in the past	6/19/2017 3:35 PM
95	No impact of magnitude. Additional education on travel expectations and additional reporting to executives due to emerging events has occurred.	6/19/2017 3:20 PM
96	greatly	6/19/2017 3:15 PM
97	Increased monitoring of global situations.	6/19/2017 3:04 PM
98	Increased the need for enhanced Duty of Care.	6/19/2017 3:03 PM
99	The only travel risk advise we have is through Carlton when traveling overseas	6/19/2017 3:03 PM
100	N/A	6/19/2017 3:00 PM
101	No impact	6/19/2017 2:53 PM
102	We are not a global company. Travel outside of US is extremely rare.	6/19/2017 2:47 PM
103	We adapt to specific country/ region security and safety reports. US OSAC Reports for instance	6/19/2017 2:46 PM
104	n/a	6/19/2017 2:41 PM
105	more vigilance, more advisories	6/19/2017 2:41 PM
106	need for a more effective mass communication process to ensure all Expats are accounted for	6/19/2017 2:39 PM
107	Enhanced program coverage for travelers in certain high risk locations and for large scale conferences.	6/19/2017 2:34 PM
108	our bureaucracy is very slow in recognizing and taking action of this very real risk	6/19/2017 2:34 PM
109	awareness	6/19/2017 2:33 PM
110	We are enhancing the Maturity of our TRM program through Policy Development and capabilities with our Travel Risk Intel Provider	6/19/2017 2:32 PM
111	Travelers are more sensitive to current events and have increased situational awareness. Also, additional briefings are made available upon request.	6/19/2017 2:29 PM
112	Increased requirement for use of approved travel agencies	6/19/2017 2:27 PM
113	Greater internal scrutiny for performance of the program.	6/19/2017 2:26 PM
114	No. More discussion on terror but no real changes to our program	6/19/2017 2:26 PM
115	More attention and increase on governance.	6/19/2017 2:25 PM
116	Travel risk mgt program has always been made available to employees. With the recent issues, the employees are becoming more aware and asking questions of security where before they did not.	6/19/2017 2:24 PM
117	Employees are more cautious when traveling and taking briefings a lot more seriously. They appreciate the program a lot more now than before the incidents took place.	6/19/2017 2:23 PM