

Who's in Charge of **Duty of Care**?

Why Finance Leaders Should Take
the Lead.

THE BEST RUN





If All Your People Were in One Place, This Wouldn't be a Problem

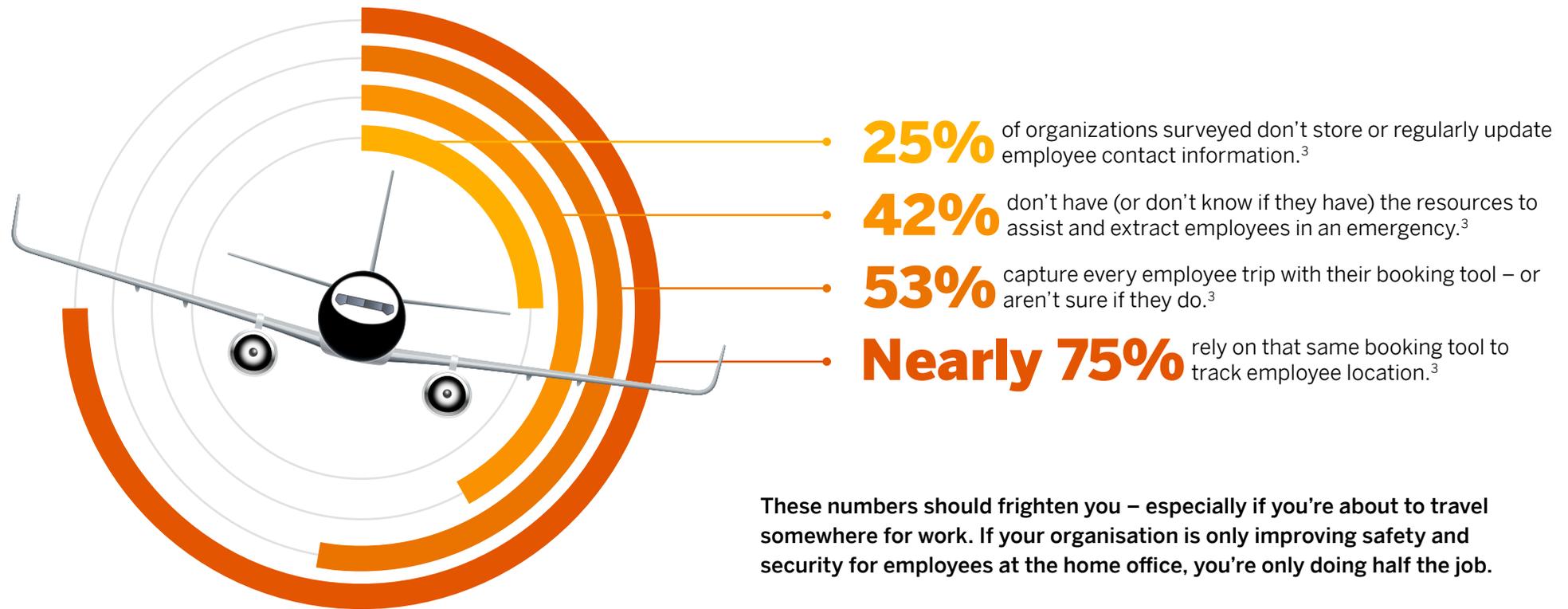
It's no surprise that corporate safety and security are bigger issues than ever. Organizations of all sizes are focusing more and more on how to best protect their data and personnel. They're committing more resources, convening more teams and concentrating their efforts on crossing every t and dotting every i. They're doing everything they can to make sure everyone is safe at work.

But what happens when someone leaves the building?

There are more than **1,000,000** people in the air right now.¹

Forty percent of them are flying for business, doing the work they've been entrusted to do². So how many of them are yours? How do you know they're okay? And if so many of them are on a plane to somewhere, how many more are already at work around an increasingly unsafe and unpredictable world?

These are questions organizations like yours often answer with pride, as 98% express confidence in their approach to Duty of Care.² But when you inquire further, gaps start to surface:



These numbers should frighten you – especially if you're about to travel somewhere for work. If your organisation is only improving safety and security for employees at the home office, you're only doing half the job.

¹ Here's How Many Planes Are in the Air at Any Moment, Travel and Leisure, 2017

² The Difference Between Duty of Care and Travel Risk Management, Security Magazine, 2017

³ eBook: The Case for Duty of Care, based on an SAP Concur customer survey, 2018



Is Duty of Care Really a Duty?

Yes

Duty of Care is an obligation globally—it follows you wherever you do business. And while you may feel a moral mandate to meet these requirements, you might also have the legal obligation to do so. And failure means different punishments in different places.

In the UK, the Corporate Manslaughter and Corporate Homicide Act of 2007 holds companies legally accountable for the well-being of their employees.

In the UK and Canada, the Ministry of Labors has specific standards for organizations around Duty of Care.

In APAC, Duty of Care is a growing concern; and in Singapore, specifically, the Workplace and Safety Act requires employers to proactively identify and mitigate risks or face financial penalty.

Australia's Work Health and Safety Act holds managers liable for the health and safety of their staff whether or not they are working in Australia.

And in the US, OSHA standards can lead to legal ramifications if Duty of Care isn't met.

Yes, it's serious. But this isn't something you have to do on your own.

You're Part of a Team. This is an Opportunity to Prove It.

Protecting and supporting employees on the road requires involvement all across your organization.



Your **Security Team** may play an integral role.



Your **HR Department** will likely be deeply ingrained in the process.



And perhaps more key than any other players, your **Travel Managers** and **Travel Management Companies** will be crucial in protecting people on the road.

As a financial leader, you're in the perfect position to pull this type of program together and ensure your entire organization is protected.

Here's Who You'll Want at the Table



Your **Security Team** is charged with your overall security strategy, so their expertise and point of view is critical. Invite them into the process early on to ensure you understand the organization's big-picture-plan, and let their voice be an invaluable asset in forming your Duty of Care approach.

Many security leaders may feel constrained in their ability to support travelers, because they can't get accurate, up-to-date data on travel itinerary details. The solution they seek will allow them to pinpoint where your people are and how to protect them.

You'll Also Want to Include HR



● **Human Resources** needs to ensure travelers are safe and supported as a part of the total employee experience. This is a key component of their responsibilities, and that makes HR a critical part of your Duty of Care team.

They are also often the keeper of employee-contact data, without which Duty of Care cannot exist. The solution they want will help them locate, contact and support employees no matter where they are in the world.

And Make Sure You to Talk to Your Travel Managers



A Message for Travel Managers:

Your company looks to you to address Duty of Care and understand its complexities, but to deliver a truly successful solution, it takes coordination across your entire organization. This eBook will open the door to those conversations and help make your case to the CFO. Use it to demonstrate how the programs you manage bring new value to the business.

Travel Managers are one of the most important pieces of the puzzle. They own the systems that deliver the data that allow you to provide travelers support. They understand traveler behavior and preferences; they comprehend the complexities of the travel economy; they know all the players and partners involved. But they need greater resources and closer collaboration to most effectively manage traveler safety.

Travel managers are ready to work with leaders from around the organization, in other words, to enhance their travel program and support your travelers. Sixty percent of travel managers, in fact, are spending more time on Duty of Care today than they were five years ago.¹

¹ GBTA Lost in Translation -Changing Landscape, Familiar Challenges, 2018



Collaboration is Always the Best Solution

The right tools bring these teams together, combining and strengthening their specific skills. They also work with the travel and expense systems you have in place – extending them, not adding to them. With the right solution, you'll be fully in charge of your Duty of Care and will be able to:

- **Gain full insight** into your travelers' whereabouts and activity
- **Capture** reservations and expense transactions booked outside your system
- **Connect** with employees in an emergency – in an instant – and maintain two-way communication
- **Ensure** employee travelers have the best support, full security and the tools to stay safe
- **Effectively manage** how travel impacts
 - Employee safety
 - Tax liabilities
 - Regulatory requirements
- **Make sure every digit of your travel budget is spent wisely**



Expanding Your Travel and Expense Solution to Find and Reach Any Employee, Anytime, and Anywhere

With **Concur® Locate**, you can assess safety levels and locate all employees – no matter where they are or how they booked their travel – even when travel plans change. Building on Concur® Travel and Concur® Expense, Concur Locate allows you to:

- **Dynamically map** destinations, locations and associated risk levels
- **Stay in touch** with travelers via two-way messaging
- **Track and respond** to global events and take action when employees need help
- **Know before they go** with pre-travel analysis and advisories
- **Get employees to safety**

Concur® Active Monitoring enables you to have reliable, rapid communication and offer appropriate medical, security and travel assistance to travelers anytime, wherever they are. You can also:

- **Provides risk insights** by destination, and deliver summaries on important local risk concerns.
- **Continuously monitor** global security and proactively communicate with impacted employees using near real-time data to pinpoint their location.

Concur® TripLink and **TriplIt Pro** expand the solution further, providing neighborhood safety scores to travelers as well as capturing itineraries and associated travel spend for trips booked outside your corporate booking tool or TMC. So you can see all your travel data and support all your travelers – regardless of how they booked – in one, integrated solution.

Find the right solution and find everything you're looking for.
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