

A Higher Standard for Travel Risk Management

Employers have long understood they have a moral responsibility for the safety and security of their people. In recent years, this obligation has taken on increased significance with the legal and financial consequences inherent in Travel Risk Management (TRM). Many organizations limit TRM to corporate travel and overseas assignments. But it's a fallacy to design risk management systems that apply only when an employee is away from home.





In the United States, corporate responsibility is typically (and expensively) tested through lawsuits. Several European countries have enacted laws that govern duty of care,¹ and several U.S. states have followed their lead. While managing the impact of risk to employees was never optional, the repercussions of inadequate preparation can hurt more than ever.

Often, it's a tragic or near-tragic incident that spotlights the need for a fully integrated TRM program. The stakes are high when consequences come in the form of human lives, financial loss, and damage to trust and reputation. Planning and processes need to be in place well before a critical event happens.

It's Time to De-silo Risk Management

Travel Risk Management is more than the right thing to do. A patched-together approach is as good as no program at all. In many organizations, HR does the heavy lifting, but risk management must be a company-wide concern. A robust protection program empowers multiple interdependent departments and functions.

When TRM was the purview of travel planners, it involved risk awareness, lists of contact numbers, and contracted support services for those personnel traveling to high-risk destinations. Now, companies must account for any harm to an employee on company time, and the accountability test is "foreseeable risk." As with organizational risk management, being uninformed or unprepared isn't a passable defense.



Eyes on Your World and a Plan to Protect

We believe implementing a sincere Travel Risk Management program is, by necessity, two-pronged: A fine-tuned system for monitoring risk combined with fail-proof response mechanisms.

MONITORING RISK:

Truly anticipating and preparing for risk requires real-time critical event intelligence. From there, you need to overlay this intelligence with data on the proximity and movement of your people. Only then can you focus resources on relevant precautions and targeted, timely alerts.

RESPONSE:

Critical event response plans have little value in the absence of operational preparedness. This means having processes in place for locating, communicating with, assisting and potentially extracting your people. And it needs to be done across borders, time zones and governments.

Planning is the crux of risk management to assure defensible coverage for all likely scenarios. We've seen clients with several different blueprints:

LIMITED SCOPE. Some choose to confine risk planning and protection to overseas travel, in which case only a subset of employees receive attention. In general, however, your responsibility extends to employees whether on-the-road or at their home office as well as their family members. It also includes members of your board, consultants, contractors, suppliers — even customers and visitors to your facilities.

UNBOUNDED SCOPE. In contrast, an approach that weighs equally every critical event in every time zone risks paralyzing the security team. Without proper focus, you could be overwhelmed by noise, slowing your ability to pinpoint truly relevant risks, rendering your team unable to respond adequately in a timely fashion.

AD HOC. A program that relies on manual processes and disconnected systems can leave people anxiously awaiting assistance as response teams call around to reach the right decision makers.

HOLISTIC AND MODERN. A holistic program lives centrally and satisfies the needs of multiple groups within an organization, including HR, travel, security, facilities and operations. It also integrates a full range of functions: critical event detection, asset/employee correlation, training, pre-assignment briefings, travel planning, critical communications, and two-way multi-modal communications. OnSolve offers the only AI-powered solution to analyze threat severity and relevance, augment findings with on-the-ground intelligence, seamlessly communicate through multiple channels, and allow your team to build, test, and deploy response workflows.

Artificial Intelligence: The Backbone of your Risk Management Solution

It all begins with knowing. Only OnSolve AI has eyes on over 50 critical event types around the world, reporting faster and with more clarity than previously possible. The genius of the OnSolve Platform for Critical Event Management™ is the clarity it provides your team. You're not patching together disparate systems to mind the status of those in your care. A single dashboard allows you to integrate stakeholders across the organization, including HR, training, logistics, facilities and your executive team. The intelligence you receive is weighed in the context of your company's unique footprint of travel plans, events, offices and logistics.

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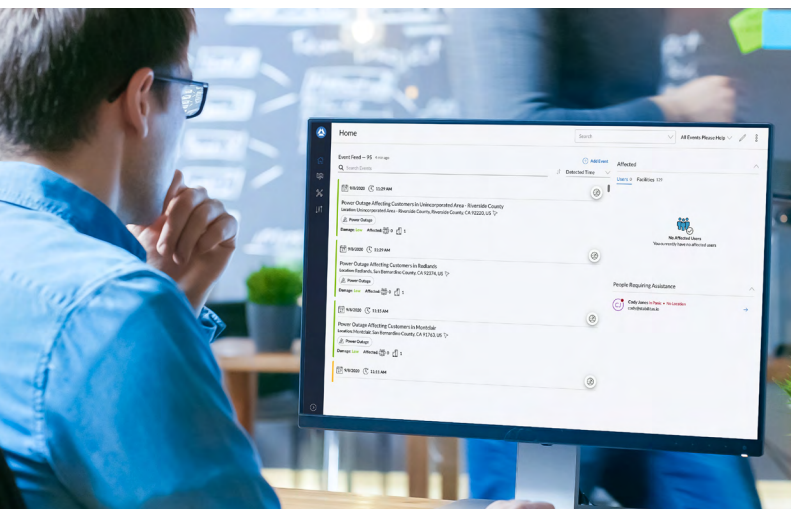
Travel and overseas assignments inherently increase risk factors, if for no other reason than uncertainty in an unfamiliar environment. With its continuous monitoring, OnSolve Critical Event Management is a highly reliable resource for planning and pre-travel advisories. It also supports geo-fencing so you can map safe-zone parameters. You'll have the data to back decisions about additional protection measures like GPS tracking and mobile-device panic buttons.

With artificial intelligence as the backbone of the OnSolve platform, your holistic duty of care program becomes a marriage of technology and services. Actionable intelligence pinpoints trouble spots so you can equip employees with tracking and emergency communications while giving them control over levels of privacy. When you're receiving relevant information faster, you can more confidently take action.

The OnSolve Difference

OnSolve fuses broad coverage with unparalleled speed to bring you the most accurate, actionable picture of your world, allowing you to protect your people wherever they are.

SPEED: The time between when an event happens and when it's picked up by your team is called “time to detect” (TTD). Rapid TTD can make the difference between pre-warning personnel and reacting to an event in progress. In a comparison of TTD, OnSolve detected an event in just four minutes while it took a team of human analysts monitoring news sources nearly an hour. Social media has been shown to detect events faster, but noise and biases impact reliability.



COVERAGE: OnSolve connects to a global network of data sources, from government, weather and geological services to local and international press and social media. This includes sources that security and intelligence professionals rely on for comprehensive global coverage. The OnSolve Platform makes sense of it all by categorizing over 50 critical event types. It assures validity by cross-referencing multiple sources of events and even allowing for input from your own personnel on the ground.

ACTIONABILITY: OnSolve not only tracks critical events in real time, it maintains dynamic maps of your facilities, logistics and personnel movements. This means your team can warn of potential impacts, take proactive security measures, and alert or extract, ensuring the safety of all personnel.

1. At OnSolve, we refer to the process of ensuring traveler safety as Travel Risk Management while the legal obligation a company has for employees while traveling is Duty of Care.



Leverage the OnSolve Platform for Critical Event Management

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About OnSolve

OnSolve delivers critical event management solutions designed to help enterprises, organizations and agencies of all sizes create the most successful outcomes when critical events occur. The OnSolve Platform for Critical Event Management combines leading risk intelligence, critical communications and incident management into one SaaS-based global portfolio. Our AI-powered platform is purpose-built to deliver fast, relevant and actionable intelligence, enable vital communications and allow response teams to react calmly and confidently.

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