



# Duty of Care

## Travel Risk Management Protects Your Employees and Your Organization

While duty of care was once largely focused on business travel and international operations, it takes on entirely new meaning in our mobile world. Organizations have a corporate responsibility to not only prioritize the safety of traveling employees, but also to expand their duty of care programs to incorporate an increasingly global workplace, including work-from-home.

While managing the impact of risk to employees was never optional, the global pandemic has reaffirmed employers' duty of care to employees, especially business travelers. Seventy-four percent of business travelers believe they are less effective in their job due to COVID-19 and severely limited travel options, and 84 percent cannot wait to resume work travel. But 90 percent said knowing safety protocols at a hotel was essential.<sup>1</sup> Fulfilling duty of care obligations with a travel risk management solution has never been timelier.

### What is Duty of Care?

Duty of care is an organization's moral and legal obligation to guard the health and safety of employees and protect them from foreseeable risk of harm, especially during work-related travel.

**A comprehensive duty of care program encompasses three pillars:**



#### Educate

- Inform employees about their destinations prior to departure (safety issues, cultural etiquette, vaccinations, climate, etc.).
- Prepare travelers for unfamiliar environments by reviewing risk profiles (epidemics, natural disasters, crime, terrorism, social unrest, etc.).



#### Monitor

- Ensure you can locate employees in an emergency, no matter their location.
- Provide around-the-clock assistance to traveling employees and workers in the field.



#### Communicate

- Establish clear, documented procedures, and ensure employees know who to contact for support.
- Quickly send alerts and updates to employees during a natural or man-made disaster.

# Why OnSolve

OnSolve fuses broad coverage with unparalleled speed to bring you the most accurate, actionable picture of your world, allowing you to keep your traveling and remote employees safe.

## Speed

Scans myriad global data sources continuously, tracking more than 50 types of threats, and rapidly notifies stakeholders.

## Relevance

Filters out noise and delivers actionable intelligence about events that directly impact your organization.

## Usability

Simplifies processes for building alert triggers with predefined criteria, and offers a short learning curve.

## Proactive. Fast. Comprehensive.

A duty of care program is only as **effective** as it is **proactive**.

OnSolve offers a comprehensive solution for travel risk management, allowing organizations to protect their people wherever they are through capabilities such as:



### Integration

Keep your travelers' itineraries up to date and the overall experience seamless by leveraging OnSolve's API to integrate your preferred travel management companies.



### Alerting

Receive automated notifications based on event type, severity and location via the alert rules engine. Target alerts based on role type (admin, security, travel, etc.) to deliver the right information to the right people at the right time.



### Pre-Travel Research

View summarized travel bans and advisories for any country, state or region, government-mandated restrictions, country risk ratings and recent incident reports to help you plan ahead using the Destination Research Portal.



### Ongoing Monitoring

Ensure visibility as a trip progresses for sustained minimized risk; continuous monitoring detects any new critical events that could impact an employee.

## When Every Minute Counts™

OnSolve helps organizations fulfill duty of care obligations, thereby protecting employees and the organization as a whole.

- **Retain Top Talent** — Show employees that their safety is an organizational priority.
- **Drive Business Value** — Simplify travel with streamlined processes to enhance productivity and realize better business outcomes.
- **Reduce Risk** — Avoid legal liability and reputational consequences of noncompliance with duty of care laws.

[Learn more at onsolve.com.](https://onsolve.com)

<sup>1</sup>[COVID Reaffirms Employers' Duty of Care to Business Travelers.](#)  
[Insurance Business, May 2021](#)

