

Duty of Care

Recommendations to ensure effective travel risk management

One of the biggest topics in business travel right now is travel risk management, otherwise known as Duty of Care to their employees.

WHAT IS DUTY OF CARE?

Simply put, it's a moral or legal obligation to ensure the safety or well-being of others. So, why is it a focus? Because traveller safety and security is a real concern for businesses and travellers alike, with recent world events like COVID-19 impacting safe travel in and out of some countries. Did you know that under Australia's Work Health and Safety legislation, employers have a Duty of Care responsibility for their employees while they are travelling domestically or overseas? That means you need to have a plan in place, and have all of your bases covered. Recent studies have shown up to 50% of people travelling for business are travelling uninsured or under-insured, but insurance is just one element of duty of care that needs to be considered.





We've broken down 8 key areas which will make managing Duty of Care at your company easy!

1. TRAVEL NEWS

Get traveller updates and information on the latest restrictions, airline routes and traveller information for travel in Australia and New Zealand, Asia, Middle East & Africa, The Americas and UK & Europe via **FCTG travel news**.

2. TRAVEL POLICY & COMPLIANCE

Ensuring your travel policy is clear and well defined will ensure expectations are outlined for your travellers. Making sure your staff know where to find it, and keeping your travel manager abreast of any changes will ensure your travel program runs smoothly. It's a good idea to review and update regularly, to ensure it remains relevant for the world we are living in. This also means you are taking advantage of our expert knowledge, so we can make sure you have the right accommodation & transport needs in each destination.

3. TRAVELLER & SUPPLIER HEALTH AND HYGIENE CONSIDERATIONS

When managing business travel and duty of care, your travellers' wellbeing should always be at the centre of your decisions. To ensure your staff are comfortable, well looked after and safe during their business trip, FCBT will provide options for suppliers who have taken all necessary precautions and enhanced their safety and hygiene measures.

Our suppliers are working hard to ensure these standards are in line with advice given by the World Health Organisation and the Department of Health guidelines within Australia. For more up to date Australian and New Zealand hotels information visit **FCTG hotel news**.

4. TRAVELLER SATISFACTION

Keeping your travellers at the forefront of mind when looking at your travel program can help give them some benefits while on the road, and improve their effectiveness too. Asking for their input, and opinions

on hotels they have stayed in can make them feel like a part of the process. Something as simple as using our **SmartStay** rates which offer complimentary inclusions for added comfort, such as breakfast or room upgrades. This can also help reduce the overall cost of the trip.

5. TRAVELLER TRACKING

Providing greater visibility of your travellers' movements can help you stay across where they'll be and when, and makes it easier to make changes to the whole itinerary if they need to leave a location early or avoid it altogether. By pinpointing your employees' locations and knowing their travel plans, helps with staying aware. Whether the issue is a simple change of plan or an emergency, FCBT can help you to fulfil your duty of care whilst your staff are on the road.

6. INSURANCE

Having the right travel insurance policy will give you peace of mind across a range of issues from illness to lost luggage, natural disasters or civil disturbances. It's also important to know how epidemics and pandemics can impact insurance policies. Our experienced travel managers can analyse your specific risks and recommend the most cost effective plan to cover your employees. Our protection partner **Cover-More** has an emergency assistance team and can provide repatriation travel solutions for policy-holders.

7. AFTER HOUR ASSISTANCE

With our Afterhours Assist Teams being available 24/7, you can rest assured that your staff will always be looked after, no matter where they are in the world.

8. CONSOLIDATION

This allows for complete visibility of where your travellers are at all times. It also means that we can ensure you are using reputable suppliers and not compromise on quality, and more importantly, the safety of your staff. By having your employees book through the one channel, instead of across multiple platforms, you will save an enormous amount of money and time for your business.

TOP TIPS FOR COVID-CLEAN TRAVEL

- Tidy up your travel policy. Work with your Travel or Account Manager to review your insurance & hotel program to make sure all hotels are known as COVID clean hotels.
- Stay up to speed on regions. Keep across any breaking infections in the region your employees are travelling to and ensure the trip is essential if it's to go ahead.
- Do your travellers need PPE and can you provide it for them? Creating a travel pack that includes hand sanitizer, face masks, gloves & a digital thermometer.
- Know your hotel. Make sure they can do contactless check in and check out, pre-packaged breakfast options instead of the buffet, and are not in a COVID hotspot.
- Ask for feedback from your travellers. Get them to provide updates upon their return to their home city to ensure that the selected properties/car hire companies meet your COVID clean policies.

FCBT SUPPORT

Need help restarting your travel program? Get in touch with your FCBT Travel Manager or FCBT Account Manager for assistance.



For more information please contact
Flight Centre Business Travel on
[fcbt.com.au](https://www.fcbt.com.au) or 1300 797 826