SAFE AND SOUND

A graphic look at how travel managers and their travellers are mitigating risks – or not

SAGE ADVICE

Demand for travel security expertise has grown in the last decade

30%
Up in the last two years

800%
Up in the last ten years

SOURCE: INTERNATIONAL SOS AND CONTROL RISKS

64%
OF TRAVEL SECURITY PROFESSIONALS BELIEVE THE RISKS FACING BUSINESS TRAVELLERS HAVE INCREASED

SOURCE: IPSOS MORI

CHALLENGING COUNTRIES

Drum Cussac identified three countries where the risk rating has gone up the most in the last year

	2017 rating	2018 rating	change
NICARAGUA	2.50	2.75	+0.25
CAMBODIA	2.75	3.00	+0.25
YEMEN	4.50	4.75	+0.25

SOURCE: DRUM CUSSAC RISKMONITOR TRENDS Q1-Q2 2018

CHANGE OF PLANS

An Ipsos Mori survey of 667 travel managers found the most common reasons for modified travel itineraries in the last year

SECURITY RISK

58%

NATURAL DISASTERS

43%

COUNTRY RISK RATING

42%

SOURCE: IPSOS MORI GLOBAL BUSINESS RESILIENCE TRENDS WATCH 2017 FOR INTERNATIONAL SOS

FEMALE DISADVANTAGE?

Nearly 7 in 10 US travel buyers believe female travellers face greater risks on the road, yet many don't add special safety arrangements to their policy

18%
of policies specifically address female safety

44%
recommend female-friendly rooms

61%
rarely or never provide chauffeured transportation for female travellers

SOURCE: GBTA AND WWSTAY

100
The average number of business travellers given security advice every day in the last year

SOURCE: INTERNATIONAL SOS AND CONTROL RISKS

in association with
HRS
Global Hotel Solutions

ON THE SAFE SIDE

3/10
travellers would sacrifice safety for hotel loyalty and rewards incentives

The most common precautions taken by business travellers at hotels include:

75%
keep their room door locked at all times

37%
take their key out of its folder so people can't link their key to their room

30%
put the "do not disturb" sign on the door when they leave the room

SOURCE: CARLSON WAGONLIT TRAVEL

YOUNG AND CONCERNED

CWT research revealed European millennials are more worried about using ride-sharing services than older generations

Millennials 44%

Generation X 34%

Baby boomers 21%

SOURCE: CARLSON WAGONLIT TRAVEL

TOP CHALLENGES

Travel managers said they faced a number of challenges in dealing with the increased risks to travellers

53% Educating employees about travel risks

44% Confirming that employees have read pre-travel information

44% Communicating during a crisis

SOURCE: IPSOS MORI GLOBAL BUSINESS RESILIENCE TRENDS WATCH 2017 FOR INTERNATIONAL SOS

STEPS TO SUCCESS

Travel managers have taken steps to mitigate health and safety concerns, but two strategies proved the most popular

39% have introduced pre and during trip advisory emails

37% have implemented risk assessments in the approval process

SOURCE: IPSOS MORI GLOBAL BUSINESS RESILIENCE TRENDS WATCH 2017 FOR INTERNATIONAL SOS

71%
of business travellers never post details of their work trips on social media

SOURCE: CONFERENCE LEEDS SURVEY OF 2,000 BUSINESS TRAVELLERS