

# Corporate Travel Risk Management

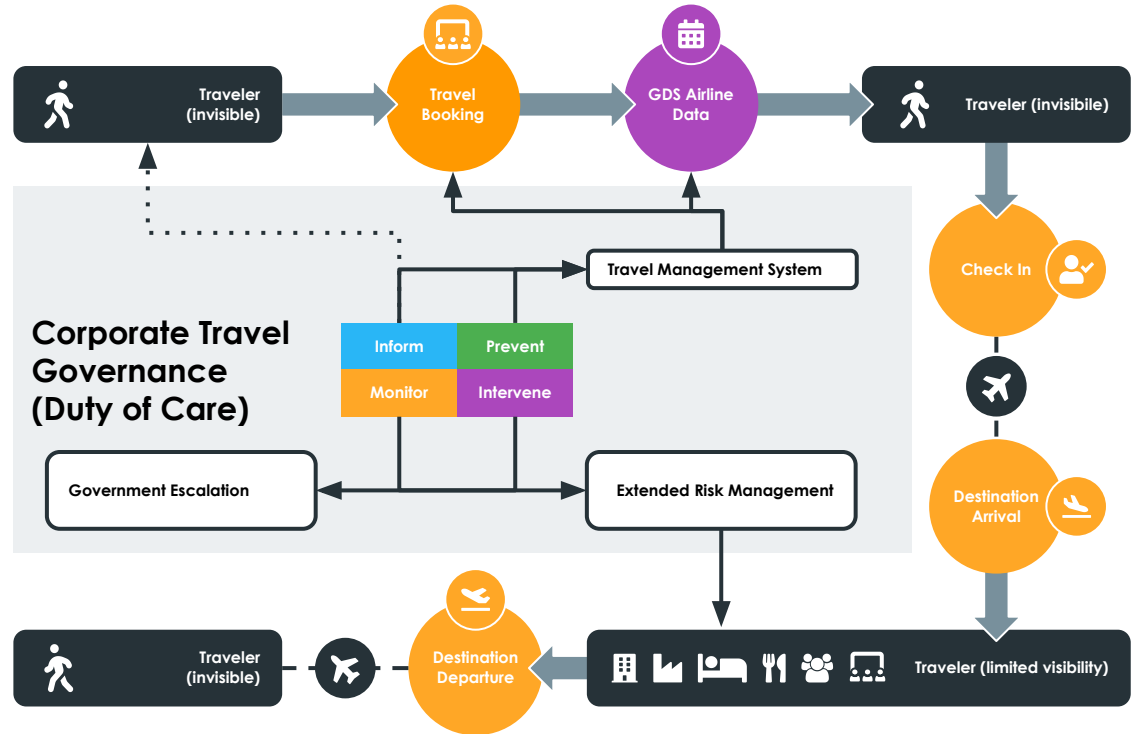
How advanced analytics can help  
(re)establishing trust in business travel

# Challenge: Traveller Invisibility

Biggest challenge for corporates and their employees is to understand the **direct and indirect risk associated with traveling** under constrained situations like COVID-19.

Thus the need to **understand an employees travel path**; hence whether, where from and where to they are traveling. Ideally also the purpose and what that means from a corporate as well as employee risk exposure perspective.

Ultimately allowing corporates to **deploy and enforce corporate travel policies** in a more risk aware manner.



# Typical corporate questions and pain points

- Where are our employees?
- What restrictions do we have to consider per site or country?
- How can we maximize travel safety?
- How can we enforce corporate travel policies?
- What is the risk a travelling employee is exposed to?
- What risk does that employee expose to the company, customers and coworkers, alike?
- Given the current situation, is the travel time an obstacle? Can this be shortened somehow?
- How can employees be motivated to go on business trips again?
- Do we have appropriate insurance cover?
- Are our guidelines and due diligence in line with existing insurances? In such circumstances, is the trip covered by insurance?

**How can we tame the tidal wave of ever changing government policies, dynamically adapt our corporate rules and actively manage travel risk, respectively?**

# Integrated Travel Risk Management

Travel Risk Management



Single integrated travel risk view (employee / corporate) means to integrate all data sources:

- Corporate data (itinerary, policies)
- Country, state, county, city policy, health and risk data
- Hospitality
- Aviation

Becoming millions of data points to integrate and correlate for risk integrated management

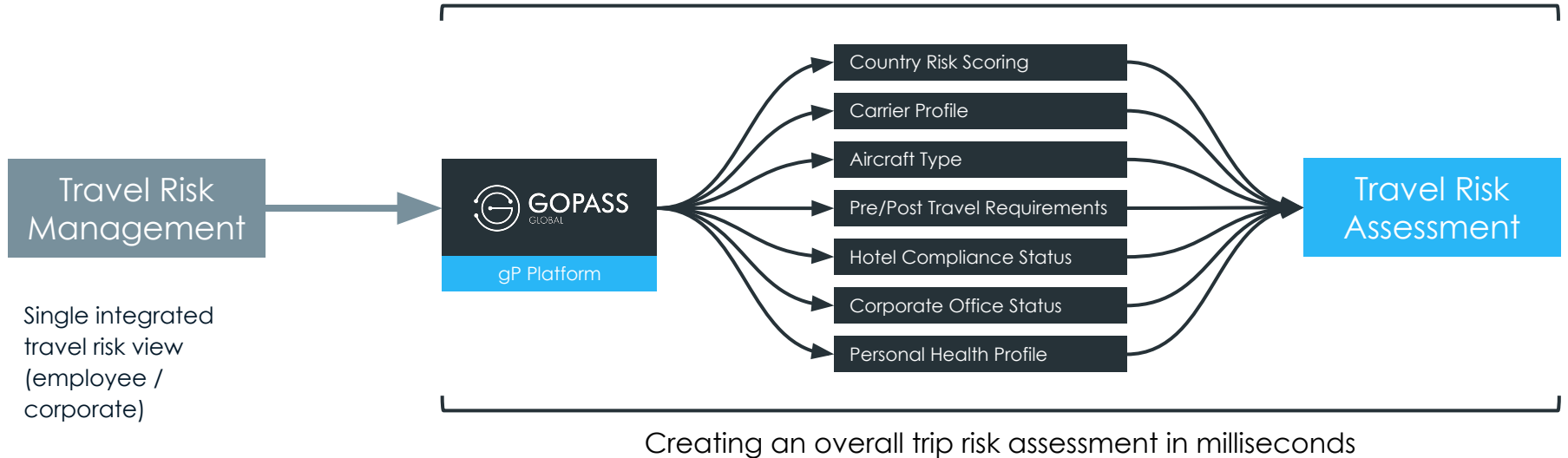
Not only daily, but also in near real-time

# Different requirements, yet overlapping



# Travel Risk Assessment

goPass Global and the underlying gP Platform provide an end-to-end view of all the aspects of an employee's trip and their risk of exposure in the cycle of travel.



# A single view output - Pre-Travel planner

The screenshot displays the goPassport Pre-Travel planner interface. On the left is a dark sidebar with navigation options: Menu, Dashboard, Administration, Results, Settings, Account, and Logout. The main content area is titled 'Travel Planner' and shows a summary for a trip from Singapore to New York, departing on 9-Jul-2020 and returning on 14-Sep-2020. It features two risk scores: a yellow '5' for Travel Risk and a green '2' for personal Risk. Below this is a 'Pre-arrival' section with government and corporate restriction notices. The 'Flight Details' section lists two flights: QR8408 (Singapore to HongKong to NewYork) and EK9943 (Singapore to Dubai to NewYork). Each flight has an overall risk score and a table of risk scores for different regions and aircraft types.

**Travel Planner**

Origin: **Singapore** Destination: **NewYork**

Departure: **9-Jul-2020** Return: **14-Sep-2020**

Travel Risk: **5** personal Risk: **2**

**Pre-arrival**

Government: There are no government restrictions for this travel route.

Corporate: There are no Barclay policy restrictions for this travel route.

**Flight Details**

1 **QR8408** Singapore -- 3h 50m -- HongKong  
Qatar Airways

HongKong -- 1h 05m -- NewYork

OVERALL RISK **7** **5** **3**

REGION	CARRIER	AIRCRAFT	SEATING
Singapore <b>4</b>	Qatar Airways <b>4</b>	Boeing 737 <b>3</b>	Economy <b>4</b>
HongKong <b>3</b>		Airbus 350 <b>1</b>	Business <b>3</b>
NewYork <b>6</b>			First <b>1</b>

2 **EK9943** Singapore -- 7h 00m -- Dubai  
Emirates

Dubai -- 1h 05m -- NewYork

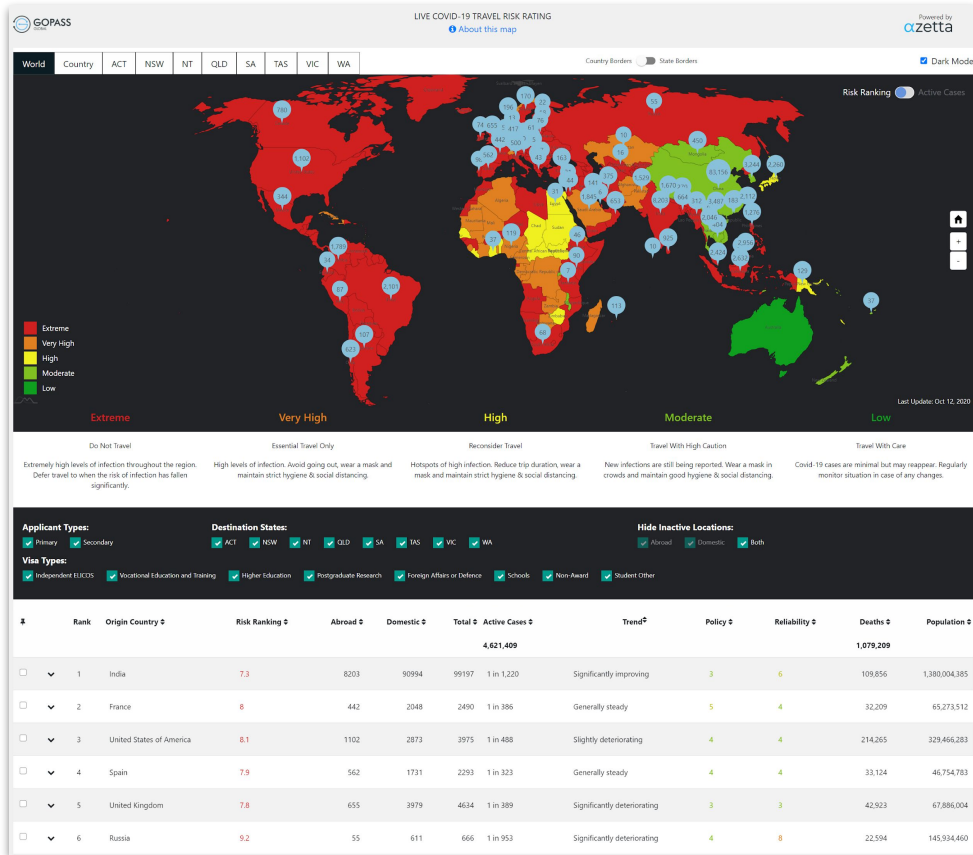
OVERALL RISK **7** **5** **5**

REGION	CARRIER	AIRCRAFT	SEATING
Singapore <b>4</b>	Emirates <b>5</b>	Airbus 320 <b>3</b>	Economy <b>4</b>

Pre-Travel example of how a risk assessment can be provided to an employee inside the corporate travel booking portal.

Alternatively standalone and complementary to any means of travel booking when no integrated travel management platform is available.

# Country Console



Providing a corporate view with an instant status of ALL employees currently engaged in corporate travel.

1. Overall traveller profile status, by country, by risk.
2. Drill down to Individual traveller / countries / offices
3. By routes and status (In transit / arrived / complete)
4. Compromised employee management
5. Bespoke reporting
6. API for messaging / escalation into company Risk Control Center

Try the public [live risk map](#) ([with AU students](#))



# Country Detail

Travel Dashboard

INDIA

**7**  
MODERATE  
likely to rise

275 Travellers  
103 Travellers in geography  
22 Inbound travellers  
150 Travellers abroad

3 Total Offices  
3 Open - With restrictions  
0 Open - Full operations  
0 Closed

18,327 Employees  
150 Travellers abroad  
360 In geography travellers

GEOGRAPHY All Locations All Offices TRAVELLERS In Geography

Travellers

<input type="checkbox"/>	NAME	ARRIVAL	DEPARTURE	ITINERARY	MESSAGE
<input checked="" type="checkbox"/>	Gareth Roblin	01-Jul-2020	24-Sep-2020	<a href="#">View</a>	<a href="#">Send</a>
<input type="checkbox"/>	Sarah Magat	20-Aug-2020	27-Aug-2020	<a href="#">View</a>	<a href="#">Send</a>
<input type="checkbox"/>	Martin Roberts	23-Aug-2020	03-Sep-2020	<a href="#">View</a>	<a href="#">Send</a>

Risk Indicators

PRIMARY RISK FACTORS

- Active cases**  
Confirmed active cases per capita is moderately high but steady compared to previous week
- Testing rates**  
Testing rates are low, so the number of active cases is very likely to be much higher than the actual confirmed cases
- Social distancing**  
There are some social distancing restrictions with moderate levels of compliance and enforcement

OTHER RISK FACTORS

- Masks**  
Most service workers and people in the streets wear masks, which remove the risk of transmission
- Medical systems**  
Hospitals are high quality, health officials are well equipped but some are near capacity
- Remote work**  
Remote work is not mandated but highly encouraged with social distancing rules enforced in offices
- Border control**  
Transit international travel is not currently restricted

Notes

- \* Government restrictions easing from June 15. This is expected to increase risk.
- \* July 8 is a national public holiday this might result in an increase in the number of large social gatherings
- \* Barclays is reviewing office closures next week.

- 1. Specific Country Detail**
  - Country Status
  - Country Conditions and social profile
- 2. Employee Travellers**
  - Totals
  - Individuals details
  - Messaging capability
    - Country Travellers
    - Individuals
- 3. Country Office Profile**
  - Open / Close Status
  - Restrictions
  - Visiting policy
- 4. Compromised employee management**

# Corporate Travel Policy Management

The screenshot displays the 'Overrides' section of the goPassport application. It features a dark sidebar with navigation options: Menu, Dashboard, Overrides, Settings, Account, and Logout. The main content area is divided into two sections: 'Geographies' and 'Airlines'. Both sections include filters for GRANULARITY (Country, State/Province, County) and RISK LEVEL (High, Medium, Low). The 'Geographies' table lists countries with columns for COUNTRY, CODE, EMPLOYEES, TRAVELLERS, RISK LEVEL, CASES, ALLOW, and BAN. The 'Airlines' table lists airlines with columns for AIRLINE, IATA, ICAO, CALLSIGN, HUB, RISK LEVEL, PREFERRED, and BAN.

<input type="checkbox"/>	COUNTRY	CODE	EMPLOYEES	TRAVELLERS	RISK LEVEL	CASES	ALLOW	BAN
<input checked="" type="checkbox"/>	India	IND	18,750	513	7	COVID-19 1 in 2,598	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	United States of America	USA	5,300	271	9	COVID-19 1 in 210	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Singapore	SGP	800	23	6	COVID-19 1 in 841	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<input type="checkbox"/>	AIRLINE	IATA	ICAO	CALLSIGN	HUB	RISK LEVEL	PREFERRED	BAN
<input checked="" type="checkbox"/>	Air India	AI	AIC	AIRINDIA	Indira Gandhi International Airport ( DEL I VIDP )	8	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	Qatar Airways	QR	ATR	QATARI	Hamad International Airport ( DOH I OTHH )	9	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Singapore Airlines	SQ	SIA	SINGAPORE	Singapore Changi Airport ( SIN I WSSS )	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Rules Based Exclusion / Inclusion Listing

- Contracted Approved Airlines
- Risk based filtering
  - Destination
  - Airline
  - Route
- Corporate benchmarks for risk threshold
- Warning / Care status management

# Office Policy Management

Office Operational Status

GRANULARITY  Country  State/Province  County RISK LEVEL  High  Medium  Low

Office

<input type="checkbox"/> COUNTRY	STATE	CITY	NAME	ADDRESS	EMPLOYEES	STATUS
<input checked="" type="checkbox"/> India	Maharashtra	Pune	Global Service Centre	6, Dholepatil Farms Rd, Kharadi ... 411057	18,723	RESTRICTED
<input type="checkbox"/> India	Maharashtra	Mumbai	Mumbai HQ	801-808 Ceejay House, Dr Anni ... 400018	2,426	CLOSED
<input type="checkbox"/> India	New Delhi	Delhi	Delhi HQ	Eros Corporate Tower, Nehru Pl ... 110019	372	CLOSED

Global Service Centre - Office Updates

ADDRESS: 6, Dholepatil Farms Rd, Kharadi, Pune, Maharashtra 411014, India

Effective from  Effective to   OPEN  RESTRICTED  CLOSED

[ View office history ]

Effective from  Effective to  Notice

[ View note history ]

Office as part of the employee itinerary

- Integrate Office as part of singleview
- Provide status
  - Open
  - Closed
  - Access under conditions
- Reflect Office COVID-19 operating policies
- Record policy compliance and status.
- provide medical recommendations as well

# Personalised Travel Health Risk

Personal Risk Rating

AGE?  <21  21-30  31-40  41-50  51-60  > 60

RESPIRATORY ISSUES?  Yes  No Asthma or other respiratory issues requiring medication

DO YOU SMOKE?  Yes  No

DIABETES?  Yes  No Type 1 or type 2 diabetes

OVERWEIGHT?  Yes  No Body Mass Index > 30 [\[Calculate\]](#)

CARDIAC DISEASE?  Yes  No Heart attack, heart failure or cardiomyopathy

IMMUNOCOMPROMISED?  Yes  No Immunocompromising disease or associated medication

NEURODEGENERATIVE DISEASE?  Yes  No Motor neurone, parkinson's, multiple sclerosis or similar disease

COVID-19 ANTIBODY?  Yes  No Have you had a positive antibody test in the last 6 months [\[Info\]](#)

2

Take care

Caution

Rethink

As a separate tool on the portal - personal exposure risk

- Separate tool
- No data privacy concerns
- Used in conjunction with trip risk

# Travel Risk Management Scope

The screenshot displays the goPassport Travel Planner interface. At the top, it shows the origin as Singapore and the destination as New York. The departure date is 9-Jul-2020, and the return date is 14-Sep-2020. The overall travel risk is 5 (yellow), and the personal risk is 2 (green).

**Pre-arrival**

**Government:** There are no government restrictions for this travel route.  
**BlackBay Corporate:** There are no BlackBay policies/restrictions for this travel route.

**Flight Details**

Flight	Route	Overall Risk	Travel Risk	Personal Risk
1. QR8408 (Qatar Airways)	Singapore → HongKong → NewYork	7	5	3
2. EK9943 (Emirates)	Singapore → Dubai → NewYork	7	6	5
3. CX823 (Cathay Pacific)	Singapore → London → NewYork	7	6	5
4. AI101 (Air India)	Singapore → Doha → NewYork	8	7	6

**Pre-arrival**

**Government:** Mandatory travel quarantine.  
**BlackBay Corporate:** You must report immediately to HR if you are feeling sick.

**Premises**

- Accommodation
- Offices

Integrated travel risk view for corporates and their employees alike

Data product to integrate into existing travel, corporate risk and emergency management solutions

Alternatively to complement existing solutions as a stand alone tool

Thank You!



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