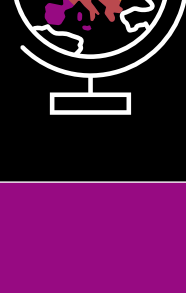


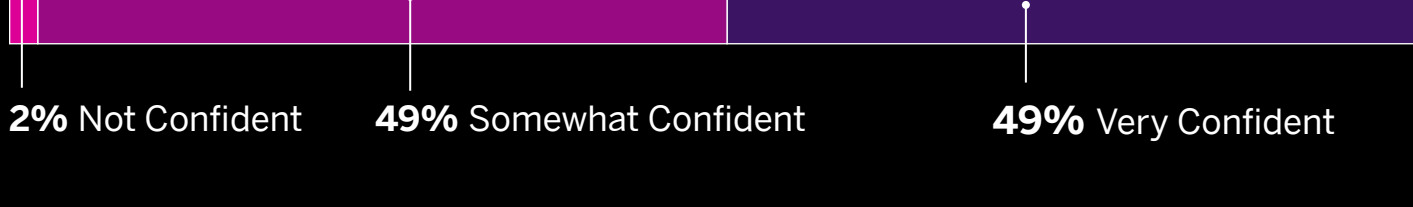


## Duty of Care Blind Spots: WHAT COULD YOU BE MISSING?

Whether your people are across the world on business or across town for a meeting, duty of care means you have a legal and moral responsibility to know where they are and to care for their well-being. SAP Concur recently conducted a survey to gauge the state of risk management and duty of care programs at enterprise organizations. The results reveal major gaps and outline the steps needed to care for your people.



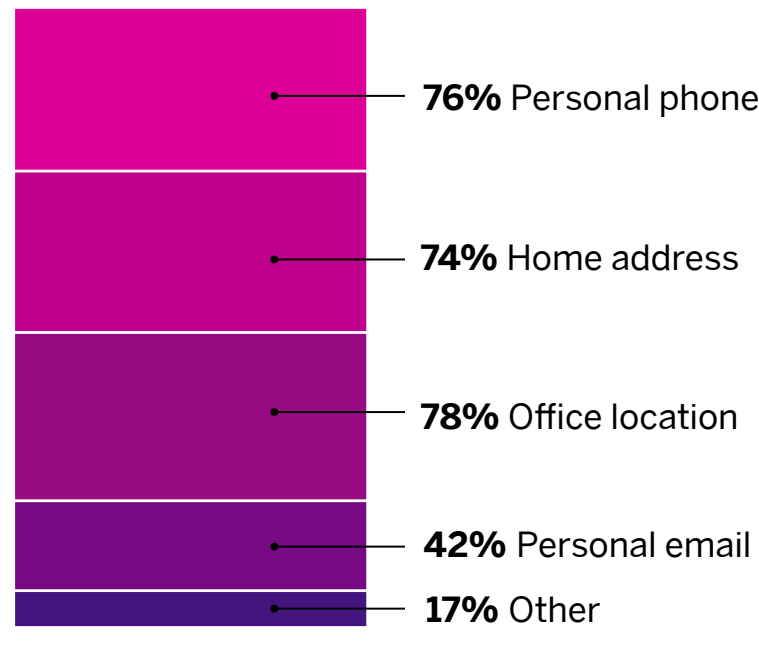
### How confident are you that your current travel program meets your duty of care obligations?



**98%** express confidence in their approach to duty of care.

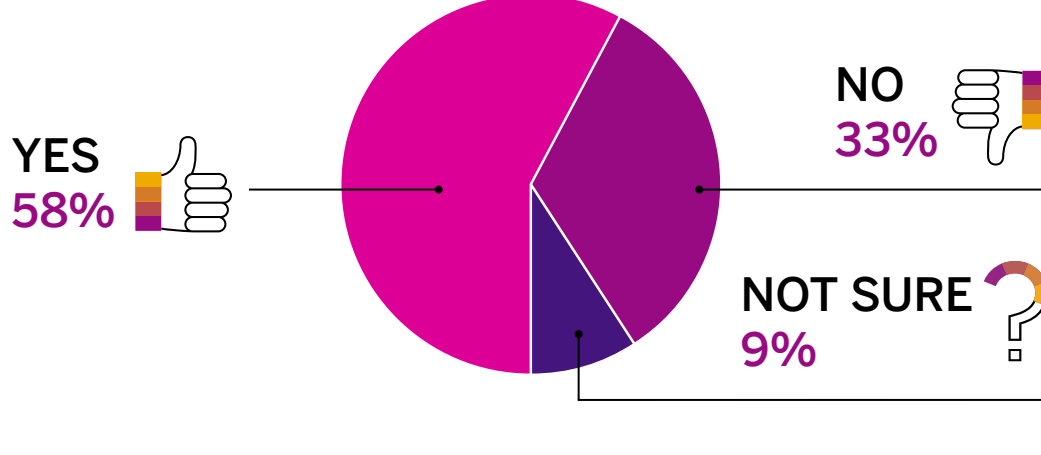
Despite this initial confidence, when you dig a little deeper it becomes clear that organizations may be putting themselves and their people at risk.

### What employee information do you store and update on a regular basis?



**Nearly 25% of respondents** don't store or regularly update employee contact information.

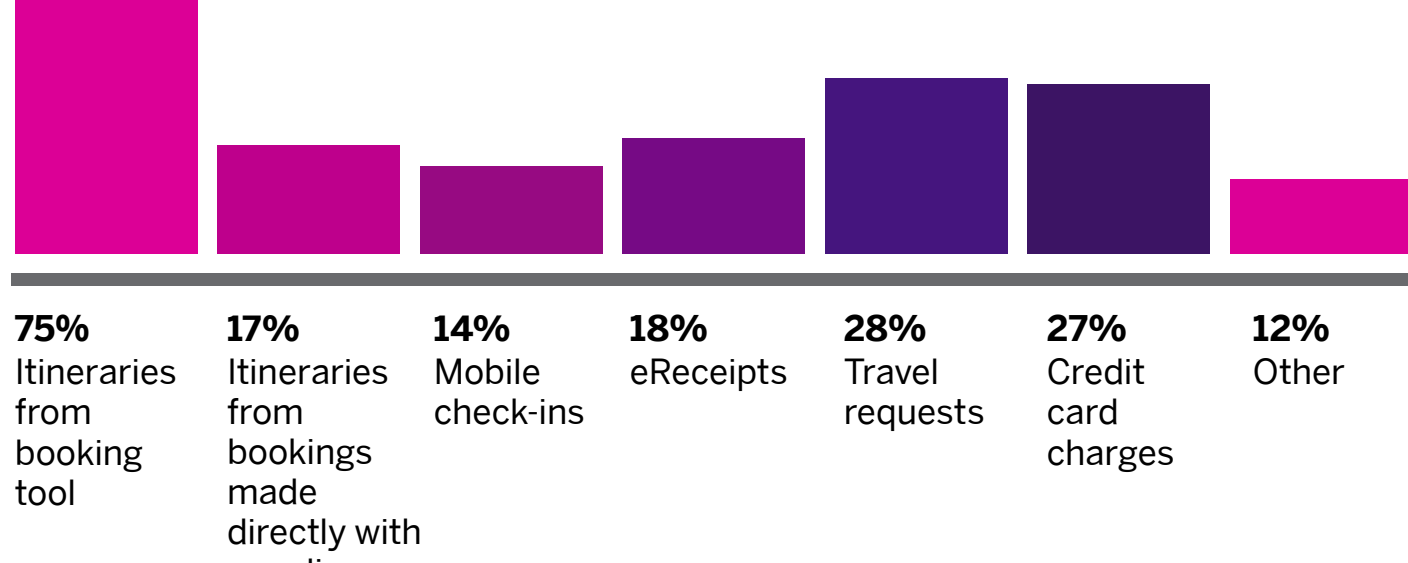
### Does every itinerary (hotel, air, etc.) for every trip get captured within your booking tool or TMC?



**More than 40%** either don't capture every trip within their booking program or TMC or are unsure whether they do.



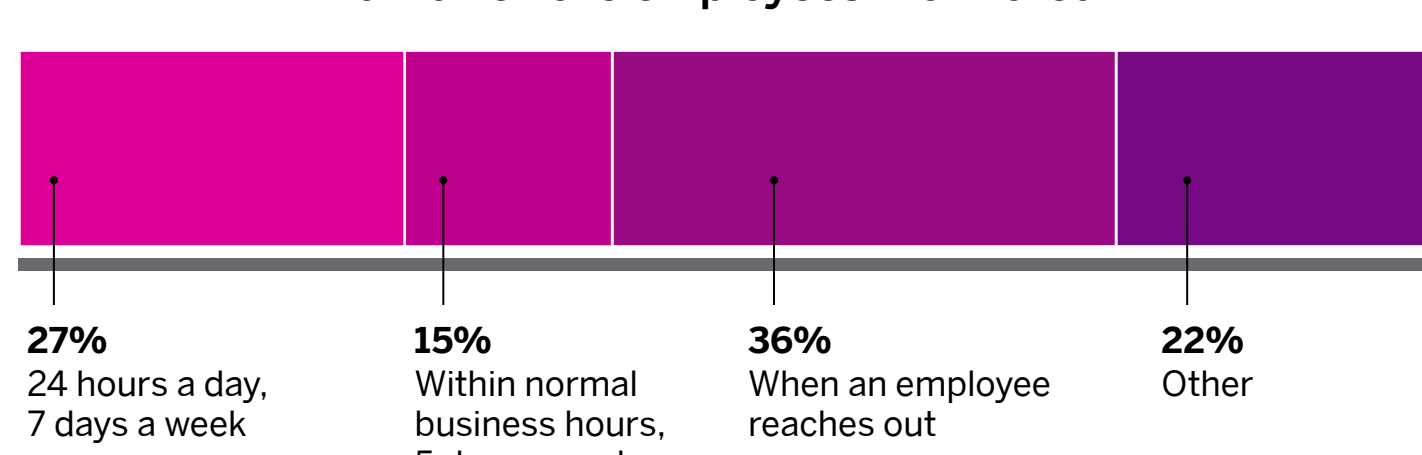
### How are you tracking employee location?



**Nearly 75%** rely on information from their booking tool to track employee location.



### How often are employees monitored?

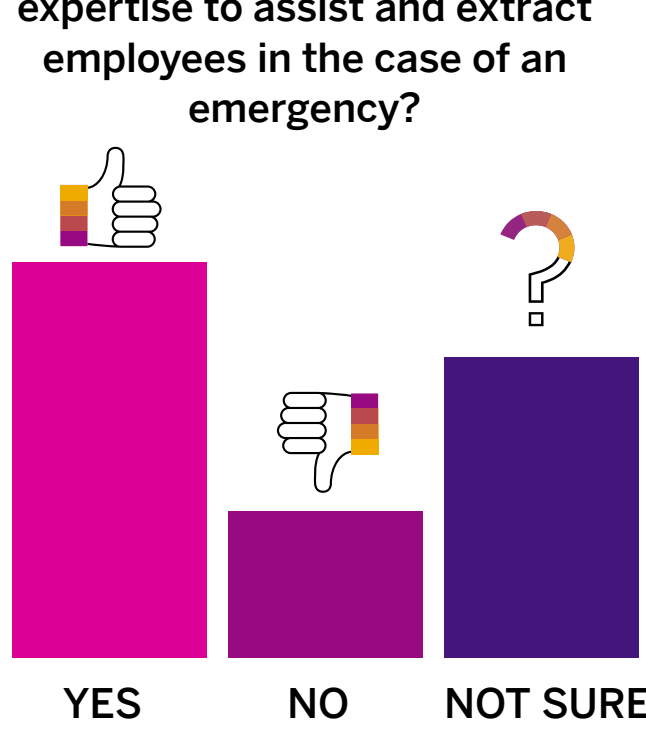


**36% of those surveyed** monitor employees only when they reach out.

### Are you using a third party for global advisory data and risk alerts?



### Do you have the resources and expertise to assist and extract employees in the case of an emergency?



**More than half of respondents** are either unaware of or are not using third-party experts to monitor risk.



**53%** either don't have or don't know whether they have the resources to assist and extract employees.

### How are you alerted when travelers are impacted by a high-risk event or travel disruption?



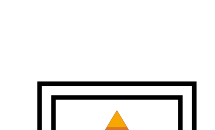
Email is the most common (**60%**) way organizations are notified of high-risk events, which can delay their response.

## The Way Forward

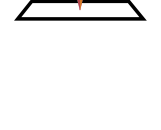
Follow these best practices to identify potential risks, communicate with your people and get them to safety in an emergency.



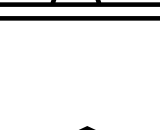
**Pinpoint employee locations**



**Proactively identify risks and assess their impact**



**Establish reliable two-way communications**



**Have resources in place to get your people to safety**

**You can't predict every emergency, but you can be prepared.**

[Visit us online to learn more about our duty of care solutions.](#)