

Recently, leaders from Global Secure Accreditation (GSA), International SOS, Traxo, and ZS Associates, came together to discuss ISO 31030—a first-of-its-kind travel risk management security and safety standard. All of the participating organizations regard ISO 31030 as a watershed in ensuring exceptional duty of care for business travelers worldwide.

“Employees and candidates are going to say, “How are you going to keep me safe? How are you going to make sure that when I’m on a business trip for you that I am taken care of and prepared for the trip?”

- Andrew Miller, Director of Americas Partnerships, International SOS

The origin and purpose of ISO 31030

The development of ISO 31030 was ISO’s response to growing anxiety about travel-related risk, amplified by the COVID-19 pandemic. In recent years, many business travel surveys have highlighted a perception of increasingly complex and intensifying risks and a greater focus on safety and security by corporate travel management teams. ISO 31030 is designed to help organizations manage and prepare for the fast-changing, diverse threat landscape surrounding business travel today and into the future.

ISO 31030 is the first global benchmark for travel risk management and—due to recent pandemic-induced business travel issues—welcome guidance for the path forward. Safety-conscious organizations should be planning for these risks and meeting a high duty of care threshold for all business trips.

Recognizing the context of risk is critical to being able to manage uncertainty effectively. Context supports your assessment and decision-making and helps ensure the measures being taken are appropriate and effective.

The ISO standard provides guidance on the following risk contexts, among others:

Internal contexts:

- Organizational strategy, policy, plans, regulations, and objectives
- An organization’s general and travel risk management cultures
- Risk management strategy and risk criteria
- Traveler competencies (experience and skills)
- A Traveler and Group profile for multiple travelers (Designed to identify any needs due to nationality, cultural identity, gender, orientation, religion, age, occupation, position, disability or medical history, which can all affect risks associated with travel.)
- Travelers’ interest, knowledge, and risk awareness
- Minors for whom the traveler or organization is responsible
- Resources & tools needed to manage travel risk
- Travel risk management scope



External contexts:

- International, regional, and national political, legal, and regulatory factors
- Social and cultural factors,
- Terrorism, insurgency, and war
- Social unrest (including sectarian, communal, and ethnic violence)
- Violence and petty crime
- Quality, availability, and reliability of transport
- Quality, availability, and reliability of telecommunications
- State of industrial relations
- Effectiveness of security and emergency services
- Risk of natural disasters
- Potential health threats and medical care standards
- Pandemic and epidemics
- Information and cyber security threats

Standardizing travel risk assessment with ISO 31030

Travel risk management is conducted in numerous ways across organizations due to variations in travel volume, geography, and travel types (e.g., local business conferences versus international drilling, mining, or manufacturing) among other reasons. Adopting a global travel risk management standard creates a repeatable process that transcends all travel types, improving overall travel experiences and helping travel management teams to meet duty of care standards with greater consistency.

“This standard is written in such a way that it’s adaptable. Organizations vary enormously in the objectives of their travel programs and their risk tolerance. It’s designed to be interpreted flexibly and in the context of your travel risk management program and travel objectives.”

- Robert Quick, Executive Director & Founder, Global Secure Accreditation



The importance of accommodation validation

Another aspect of business travel that ISO 31030 addresses is accommodation.

Hotels, and other accommodation types, are inherently vulnerable to criminals and terrorists alike. Crime analysis in many countries shows that hotels are perceived as ‘soft’ targets, rich with opportunities to target business travelers and their possessions. The ‘public’ nature of hotel buildings—where guests and other legitimate visitors come and go—provides the opportunity for attackers to enter the buildings undetected and exploit opportunities for crime and terrorism.

ISO 31030 encourages travel risk managers to adopt consistent systems of evidence-based validation, developed with input from their own internal security department and/or more independent security assessment providers.

How complete travel data makes ISO 31030 more effective

The Traxo team always says, “you can’t manage what you can’t see.” Because so many travel teams rely solely on travel management company (TMC) and “for-biz” data (e.g. Uber for Business, Delta for Business), massive swaths of travel data remain hidden across travel segments, with hotel bookings causing the most leaked

bookings. With a data aggregation and pre-trip auditing tool like Traxo in place, travel managers can see all of their employee bookings, whether made with online travel agencies (OTAs), TMCs, or supplier-direct sites. Traxo effectively eliminates travel blindspots altogether and enables travel managers to pass their complete data set to their duty of care providers. After all, it's impossible to apply ISO 31030's strict security standards to travel that's invisible.

Why duty of care providers play a large role in ISO 31030's implementation

During the discussion between leaders at International SOS, Traxo, GSA, and ZS Associates, ZS travel and meetings manager, Suzanne Boyan, remarked that she would be unable to sleep at night without her team's partnership with International SOS. International SOS, the world's leading health and security services company, is helping Suzanne's team ensure ISO 31030 standards are achieved for all bookings, thanks in part to a deep integration with Traxo's data aggregation tool.

International SOS monitors many of the ISO 31030 contexts outlined. For example, the company grades hospitals and clinics on their ability to administer care to business travelers based on ICU capacity, local health concerns and trends (e.g., regional COVID-19 vaccination levels), and more. This global monitoring ensures optimal safety and health protocols are outlined for every trip, and that assistance is only a phone call away.

“What I love about this standard is that ‘duty of care’ was always a bit nebulous ... Now, we have a real standard so we can check this off. I feel confident that I have done everything in my power to mitigate the risk to ZS and mitigate the risk to our travelers.”

- Suzanne Boyan, Meetings & Travel Manager, ZS Associates

Getting started with ISO 31030

If you'd like to learn more about ISO 31030's travel risk security standards for your company's travel program, [visit the ISO website](#). For more information about partners to implement the duty of care standard in your organization, contact the following teams:



International SOS

International SOS is the world's leading health and security services company supporting 90+ countries.

www.InternationalSOS.com



Traxo

Traxo is the global leader in corporate travel data capture and pre-trip auditing.

www.Traxo.com



Global Secure Accreditation

GSA provides the first independent, global assessment and audit scheme for hotels.

www.GSAAccreditation.com