BUSINESS TRAVELLER TRENDS STUDY AUSTRALASIA

• INTERNATIONAL ACTIVITIES & TRAVEL FORECAST
• WHAT HAPPENS TO STAFF ABROAD
• MATURITY OF RISK MITIGATION PROGRAMS
INTERNATIONAL ACTIVITIES & TRAVEL FORECAST

INTERNATIONAL ACTIVITIES AND TRAVEL ANTICIPATED TO REMAIN STABLE OR INCREASE IN 2016

Of respondents do not know if their corporate travel will increase, decrease or remain the same in 2016: 19%

Of respondents anticipate their corporate travel to increase or remain the same in 2016: 56%

Of respondents anticipate their corporate travel to decrease in 2016: 25%

TOP DESTINATIONS FOR BUSINESS TRAVEL AND INDUSTRIES INCREASING CORPORATE TRAVEL IN 2016

47% South-East Asia and Papua New Guinea
34% China and East Asia
25% India and South Asia
23% North America
22% Western Europe
19% Middle East

Medical risk ratings in countries targeted as a priority by Australia and NZ based companies:
- V: Very high risk
- H: High risk
- M: Medium risk
- L: Low risk
- R: Rapidly developing, variable risk

Engineering / Construction, High tech / IT, Mining, Education, NGOs, Food industries
INTERNATIONAL ACTIVITIES AND TRAVEL ANTICIPATED TO REMAIN STABLE OR INCREASE IN 2016 FOR 56% OF APAC BASED BUSINESSES

Despite an unstable and uncertain global economy, the study reveals 56% of Australian and New Zealand based companies are looking at increasing or unchanging their corporate travel volume in 2016. According to the PWC Talent Mobility 2020 and Beyond report, global mobility levels are predicted to grow 50% by 2020.

Whether it’s to explore new markets, access new suppliers or develop new business relationships, organisations are increasingly taking a global perspective, as more and more workers from all sectors are finding themselves on overseas assignments in ever more remote and far flung locations.

INDUSTRIES INCREASING THEIR CORPORATE TRAVEL IN 2016

Over 70% of respondents in the following markets are looking at increasing their corporate travel volume in the year ahead:

- Pulp & paper
- Insurance
- Maritime & commercial
- Media, communication & entertainment
- High tech, electronics & info tech
- Health
- Retail & consumer goods
- Automobile, aerospace & defence
- Food industries

TOP DESTINATIONS FOR BUSINESS TRAVEL IN 2016

Looking for new opportunities or maintaining businesses overseas implies facing an unfamiliar environment – and uncertainty raises risks. Australasian business travellers go to countries with a variety of risk ratings with four of the top six regions travelled to including countries with a high medical or security risk rating.

Annually International SOS launch a Travel Risk Map to help organisations to better understand the risks in the markets where they operate and travel.

The Travel Risk Map displays each country’s medical risk rating and travel security risk rating. The result is a comprehensive overview of risks by destination to aid organisations and staff in their travel risk mitigation efforts.

Rodger Cook, Regional Security Director commented:

“Organisations need to provide their travellers and assignees with awareness of the standing or evolving risks when operating overseas. Equipping employees with access to up to date information enables accurate and timely decision making.

The security & medical risk in a destination can be dynamic and our Regional Information Teams are able to provide up to date assessments as well as key mitigation strategies that employees and management can rely upon.”

View the map online at: www.internationalsos.com/travelriskmap

The Medical and security risks often differ country to country. Adding the traveller profile attaches another level of complexity that needs to be taken into account when preparing staff to travel overseas. For example a university may send a 25 year old student temporarily to Asia, while a mining company may deploy a 55 year old male to Africa for an extended period.

Understanding and mitigating risks the risks to the traveller based on their full traveller profile not only enhances the safety of the traveller themselves, it often leads to better business outcomes.
WHAT HAPPENS TO STAFF ABROAD

MEDICAL CONCERNS FACED BY TRAVELLERS ARE LARGELY PREVENTABLE

- 48% STOMACH, GASTROINTESTINAL PROBLEMS
- 18% ENVIRONMENT-SPECIFIC PROBLEMS
- 11% DENTAL ISSUES
- 17% ROAD ACCIDENTS
- 21% FLU, CONTAGIOUS DISEASE
- 16% INSECT-BORNE DISEASES

TERRORISM THREAT IS IN TRAVELLERS MIND

- 22% PETTY CRIME
- 15% POLITICAL RALLIES OR POLITICAL MOTIVATED VIOLENCE
- 14% TERRORISM

TOP PRIORITY AREAS FOR AUSTRALIA AND NZ BASED COMPANIES IN 2016

<table>
<thead>
<tr>
<th>International SOS' Clients</th>
<th>COMMUNICATION &amp; TRACKING</th>
<th>Non-Clients</th>
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<tbody>
<tr>
<td></td>
<td>Communicate with people in a crisis</td>
<td>71%</td>
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<td></td>
<td>Understanding where people are</td>
<td>43%</td>
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<td></td>
<td>Ensuring due diligence of overseas providers</td>
<td>30%</td>
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PRE-TRIP PREPARATION

- 63% Pre-trip briefing
- 55% Ensuring people are fit to travel
- 29% Developing a travel risk policy
MEDICAL CONCERNS FACED BY TRAVELLERS ARE LARGELY PREVENTABLE

While 8 in 10 respondents reported that their travellers or expatriates suffered from an illness or medical concern while abroad in 2015, many of the illnesses reported could be preventable.

Stomach and gastrointestinal problems (48%), flu and contagious diseases (21%), and insect-borne diseases (16%) such as malaria were some of the most common illnesses or medical concerns reported by Australasian organisations in 2015.

Dr Andrew Ebringer, Regional Medical Director for Australia, commented on the results:

“These issues are to a large extent preventable. Most of the health risks travellers face can be mitigated by systematic and comprehensive planning. Access to quality health information, advice on vaccinations and prophylaxis, good internal communication, and a solid preventive health check programme are all best practices for organisations with global travellers.”

TERRORISM THREAT IS IN TRAVELLERS’ MIND

Fourteen per cent of respondents reported that their travellers experienced terrorism as a threat to their personal safety while travelling abroad in 2015.

Rodger Cook, Regional Security Director of Australasia, commented on the results:

“The threat posed by terrorism continues to grow and it is imperative that organisations have a plan to support their travellers and expatriates should something occur. Equally important is that we identify the most likely risks so we can mitigate the impact. The top three safety and security risks identified in 2015 were petty crime (22%), road traffic accidents (17%) and political unrest (18%). Identifying the risks and applying a robust mitigation strategy is imperative to reducing the impact on our travelling population.”

FROM RISK EXPOSURE TO LEGAL AND CRIMINAL CHARGES UNDER WHS LAWS

Staff face unique health and security risks when travelling abroad for work, and risks increase when the companies are exposed to legal and even criminal charges under Australian and New Zealand WHS laws in the event an incident does happen.

To better help organisations understand WHS laws and what these laws mean for companies and their international travellers and expatriates, the International SOS Foundation commissioned the following guidance papers:

Australia – Freehills - Australian Model Workplace Health & Safety

New Zealand – MinterEllison - Health, Security and Safety

8 IN 10 companies’ travellers experienced a medical or and security incident whilst abroad in 2015 or 2016

AND

30% of countries targetted as a priority by Australia and NZ based companies are of high or very high medical risk

BUT

1 IN 5 ORGANISATIONS report their travel policies do not account for the risk of the country employees are travelling to

internationalsos.com
MATURITY OF RISK MITIGATION PROGRAMS

TRAVELLER PREPARATION VS REALITY

**5 IN 10** respondents report not ensuring their travellers are vaccinated and fit to travel before they go abroad

**DID YOU KNOW?**

Investing in pre-travel health programmes delivers savings of up to **2.5x**

**BUT**

**1 IN 3** respondents report their organisation does not have anything in place to locate and communicate with their travellers in a crisis

1 IN 2 respondents report not having plans in place if something happens to one of their business travellers or if they do, it could be improved

AND

25% of respondents report their organisations’ travellers do not have access to advice and support 24/7 or do not know about it

1 Based on a detailed analysis of all corporate medical cases managed globally by International SOS in 2014.
2 Results only showing International SOS non-clients organisations.

WORLDWIDE REAH. HUMAN TOUCH.
RETURN ON PREVENTION

“Return on Prevention” is a ground-breaking study commissioned by the International SOS Foundation, to quantify the investment of travel health prevention strategies against the cost of failed international assignments.

Dr Nhlanhla Mpofu, Occupational Health Director commented on the results:

“Implementing a health check program for employees means companies can demonstrate a Duty of Care to their employees while also preventing disruption and costly hospitalisations or evacuations due to a medical incident. Health check programs aren’t about stopping employees from working but rather ensuring your employees are physically and mentally best prepared for the tasks required of them.”

LOCATING AND COMMUNICATING WITH TRAVELLERS IN A CRISIS

It’s not always possible to prevent every problem, however organisations must have a solid plan for responding when incidents occur.

Traveller Tracking solutions in addition to helping organisations locate their workers, can send emails to travellers with information on their destinations before and during their trips to keep travellers informed of potential safety risks and how to mitigate those risks.

Organisations with workers going to high-risk or especially remote locations may require additional levels of risk mitigation.

Active monitoring solutions allow organisations to define high-risk areas and safe zones, and then notify them when, and if, workers enter those areas.

Travellers can also be notified if they are entering a high-risk location so they are aware of the dangers.

DOES YOUR ORGANISATION HAVE PROCEDURES IN PLACE TO COPE WITH TRAVEL RELATED ISSUES?

Our online self assessment is a quick and effective way to understand the maturity of a companies travel risk program, it can also provide a road map to assist with prioritising areas for improvement.

ACCESS THE TOOL

Our self assessment tool can be accessed by using the URL below or by scanning the QR code with your mobile device:

http://go.internationalsos.com/online_self_assessment_tool_asiapacific.html
Travel Risk 2016 Study is an International SOS survey conducted among 317 people in Australasia, mainly executives working in HR, HSE, Travel, Risk, Security, Finance and General Management from business industries such as Education, Engineering and Construction, NGO, Business Services, Oil and Gas, Mining, Government, High Tech and Food Industries. Research was conducted online in the period 17 March – 26 April, 2016.

The survey asked respondents about international travel preparation, destinations, medical and personal safety issues experienced abroad in 2015 as well as the expected impact of travel risks in 2016.

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