

# Control Risks



The business travel report 2007

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# Introduction

Control Risks assists more than 700 multinational companies to manage the safety of their business travellers. We provide support through our 24-hour incident and support centre, a traveller-tracking system and an online travel risk analysis website. Over the years we have assisted in evacuating people from Lebanon, helped those caught up in the Asian tsunami and advised expatriates on how to cope with political instability. In many cases, we are supporting people through the everyday issues that travellers can face, such as losing a passport. The overall objective is to enable travellers and expatriates to work abroad with confidence and in safety.

We were interested to find out what issues concern business travellers and whether companies were taking these concerns seriously and implementing adequate security procedures to help their employees when abroad. We commissioned Consumer Analysis Limited to carry out 1,000 interviews of business travellers in the United Kingdom and the United States.

# Key Findings

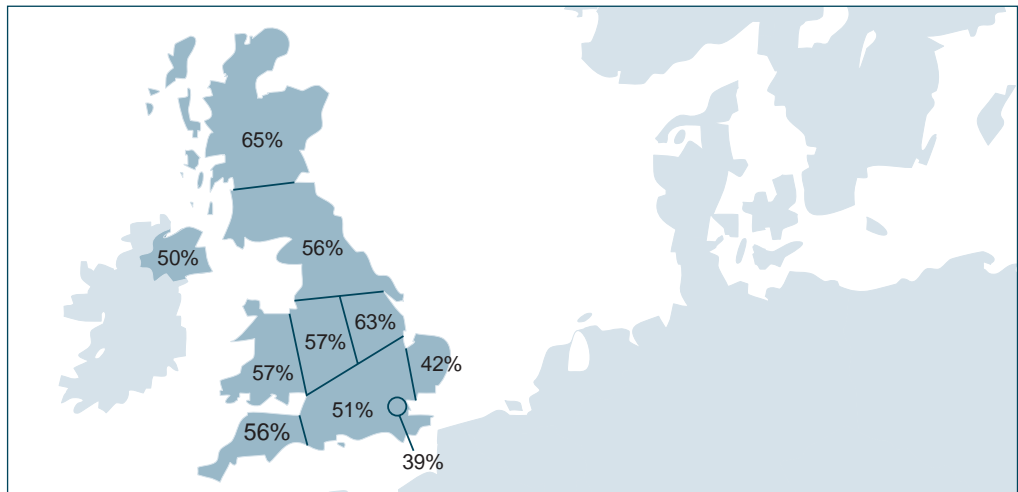
- Only 39% of firms in the UK have a travel security policy. This rises to 54% for US firms.
- Although 60% of employees in the UK would know who to call at work in an emergency, only 37% felt confident that they would be able to get hold of the right person day or night. 78% of employees in the US would know who to call, with 61% feeling confident that they could get hold of the right person.
- More than half of British business travellers have little confidence that their company would be able to give them reliable advice if an incident happened while they were travelling.

**Which of the following would concern you when travelling for work?**

UK	All	War zone	68%	Terrorism	62%	Health issues	40%
	Female		77%		73%		19%
	Male		66%		59%		38%
US	All		89%		86%		73%
	Female		91%		86%		71%
	Male		88%		86%		74%

- More than half of those questioned in the UK believe the world will be more dangerous in five years, compared with 43% in the US.
- The older you are, the more likely you are to believe the world will become more dangerous: 56% of British over-50s believe the world will become more dangerous, compared with 42% of under-35s. This is less pronounced in the US, where 52% of over-50s held the view, compared with 36% of under-35s.
- 40% of British and 35% of US employees believe that business travellers are becoming more attractive targets for extremists or terrorists than other travellers.

**Do you think the world will become a more dangerous place for business people to travel in the next five years?**



38% of British business travellers never do any research to check the political situation or social climate of the countries they travel to abroad on business.

A war zone (68%), terrorism (62%) or an unstable political situation (49%) are more likely to concern British business travellers abroad than any other danger, such as crime (35%) or natural disasters (33%).

53% of British business travellers think the world will become a more dangerous place for business people to travel in the next five years.

26% of British business travellers either say they are sent to riskier places than they travelled to before, or the countries they travel to have become more risky since 9/11.

40% of British business travellers feel that business travellers are becoming more attractive targets for extremists or terrorists than other travellers.

60% of British business travellers are infuriated by long queues at the check-in desk and 49% get annoyed by the queues for security at airports.

More than half of British business travellers (59%) have little confidence that their company would be able to give reliable advice in the event of an emergency while they were abroad.

Almost two-thirds (61%) of British business travellers have no clear travel security policy at their firm and 56% get no security support from their firm at all.

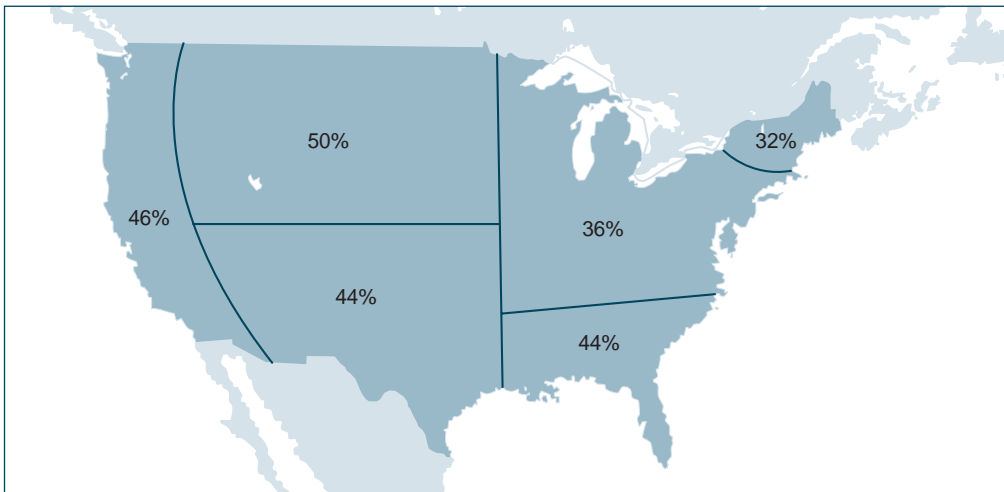
40% of British business travellers have no idea who they would call to alert their company if they were caught up in any kind of emergency while abroad.

72% of British business travellers carry no specific contact phone number for use in emergencies abroad, and in small firms the figure goes up to 83%.

86% of employees in the UK believe their companies have a legal obligation to advise and support them.

Over half of British employees (excluding bosses) would consider legal action in the event of an emergency being mishandled.

**Do you think the world will become a more dangerous place for business people to travel in the next five years?**



12% of US business travellers never do any research to check the political situation or social climate of the countries they travel to abroad on business.

US business travellers are most concerned about a war zone (89%), terrorism (86%) or health issues such as malaria (73%) when they travel abroad.

43% of US business travellers think that the world will become a more dangerous place for business people to travel in the next five years.

24% of US business travellers either say they are sent to riskier places than they travelled to before, or that the countries they travel to have become more risky since 9/11.

35% of US business travellers feel that business travellers are becoming more attractive targets for extremists or terrorists than other travellers.

71% of US business travellers are infuriated by long queues at the check-in desk and 66% get annoyed by the queues for security at airports.

More than one-third of US business travellers (36%) have little confidence that their company would be able to give reliable advice in the event of an emergency while they were abroad.

Almost half (46%) of US business travellers have no clear travel security policy at their firm and 23% get no security support from their firm at all.

22% of US business travellers have no idea who they would call to alert their company if they were caught up in any kind of emergency while abroad.

54% of US business travellers carry no specific contact phone number for use in emergencies abroad, and in small firms the figure goes up to 69%.

80% of employees in the US believe their companies have a legal obligation to advise and support them.

52% of US employees would consider legal action in the event of an emergency being mishandled.

## Consequences

Half of all business people regularly travel to dangerous places, but it appears from this research that many do not have confidence that their employers will provide them with the necessary support in the event of an incident.

The survey clearly indicates that the risk of getting caught up in a terrorist incident or natural disaster plays heavily on business travellers' minds. It is therefore concerning to find that almost two-thirds of British companies and nearly half of US firms have no clear travel security policy. Even more concerning in the UK is the weak support systems for employees abroad - more than half of the British companies surveyed offer no form of in-house or external security support. US business travellers are far better catered for, with around three-quarters having access to support services either within their company or outside.

Given these results, it is hardly surprising that more than half of all employees in both countries would consider legal action in the event of an emergency being mishandled. Nearly 9 out of 10 British business travellers and 8 out of 10 US business travellers believe that their employers have a legal obligation to advise and support them when abroad. Although there is no statutory law in the UK to protect employees abroad, there have been many civil cases brought against corporations and scores of out-of-court settlements. Although on one level, legal action costs corporations in monetary terms and reputation, the more serious damage can be caused internally, to morale and confidence in management.

## Conclusions

Although the risk of business travellers getting caught up in a terrorist event or a natural disaster is minimal, these events top employees' concerns when travelling and need to be addressed. At Control Risks, we believe that employees should be given appropriate information about where they are going to and security advice if the country is potentially dangerous. This support can be either given on the ground if necessary or from a central support function, provided in-house or externally. When employees receive this level of back-up they will perform to a higher standard and be more prepared to travel for business. This full support service is also good for internal management and proves invaluable in assisting employees if they are unfortunate enough to get caught up in unexpected events.



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