



# Duty of Care

Ensuring the Health, Safety,  
and Wellbeing of Travellers

**Ben Abboudi**

Regional Security Manager – APAC





## What is Duty of Care?



Who is Covered?



Ethical Obligations



Legal Obligations

# Travel Risk Factors



## Medical Risks

- Pandemic
- Disease
- Lack of medical facilities
- Medical evacuations
- Mental Health



## Security Risks

- Protests
- Crime
- Terrorism
- Natural disasters
- Kidnap
- Cyber



## Travel Risks

- Identity-based
- Operational
- Legal
- Cultural





## Duty of Care in Practice

Pre-travel

During travel

Post-travel

# Pre-Travel

Providing comprehensive travel information and resources to travellers



Bespoke health and safety advice



Destination risk assessment



Emergency Response Plans



Travel assistance and insurance



# Forecasting

## What

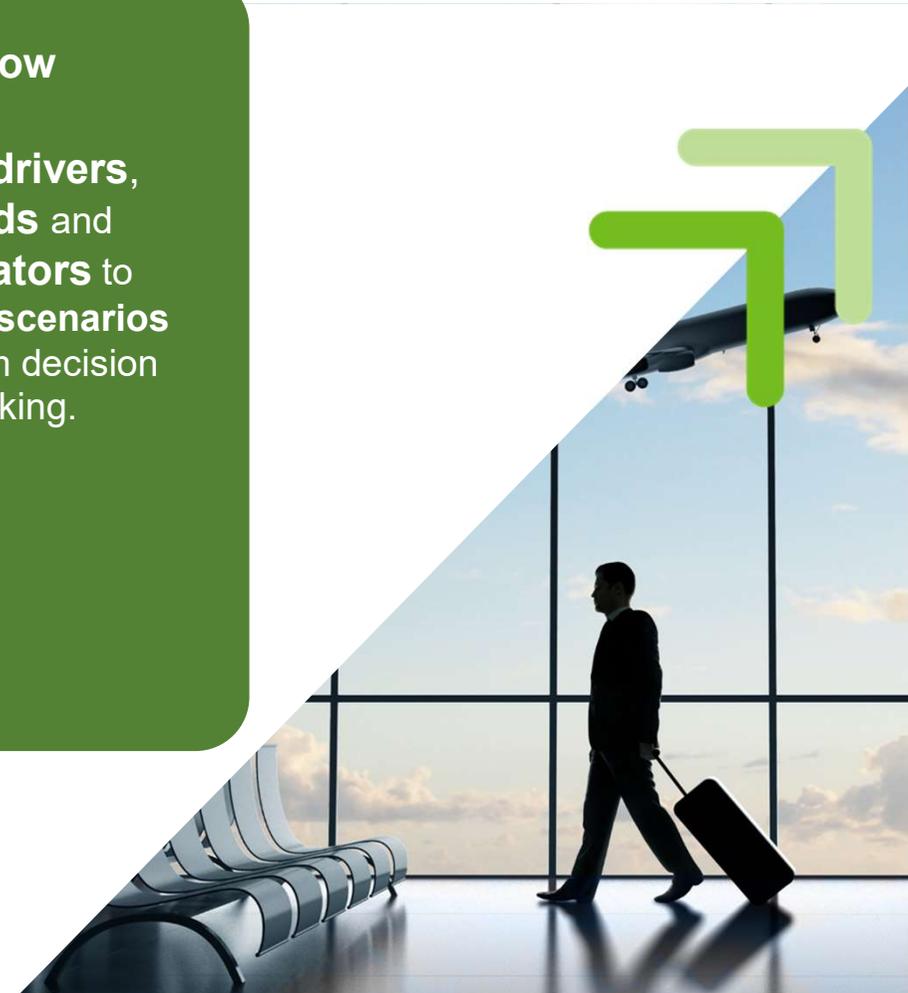
A means of weighing up multiple **known** and **unknown** factors to present a set of plausible outcomes.

## Why

We need to stay ahead of the curve.  
Mistakes in forecasting the Russian invasion of Ukraine and Taliban takeover of Kabul, both due to **poorly calculated assumptions**.

## How

Using **drivers**, **trends** and **indicators** to develop **scenarios** to inform decision making.





## Components of a good forecast

**DRIVERS**

**TRENDS**

**INDICATORS**

**UNCERTAINTIES**



## During Travel



Effective communication and redundancies



Monitoring



Traveller tracking systems, 24/7 support, and emergency assistance services

# Post-travel

## Debriefings and follow-ups



Incident reporting



Lessons learned



Continuous improvement in duty of care





## Duty of Care Challenges

- ⚠️ Lack of **awareness** and understanding
- ⚠️ Traveller **compliance** and engagement
- ⚠️ **Balancing** traveller experience and flexibility with safety
- ⚠️ Compliance with **legal** and regulatory requirements
- ⚠️ Managing traveller **privacy** and data protection
- ⚠️ Evolving travel **risks** and emerging threats
- ⚠️ Limited **resources** and budget constraints
- ⚠️ **Informal** working policies
- ⚠️ **Mental Health** and Well-being

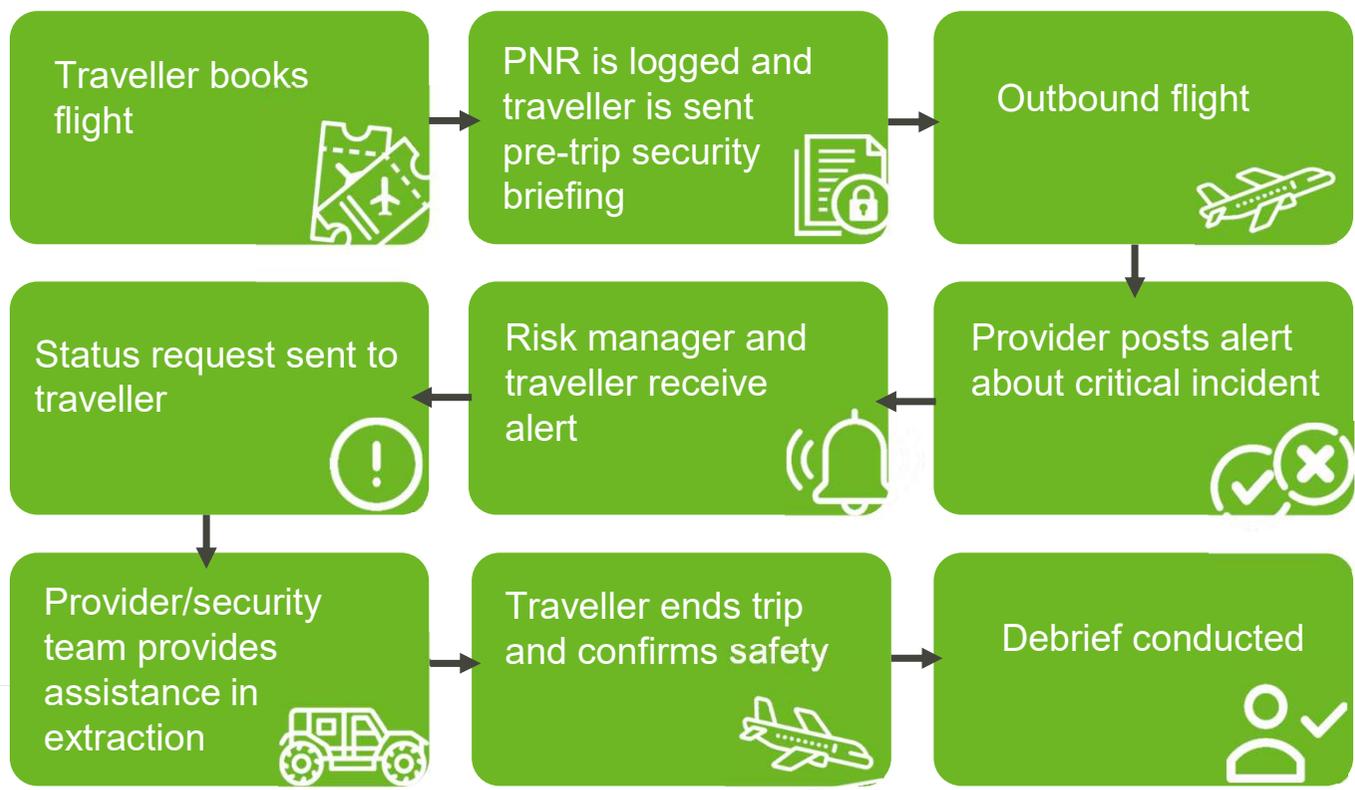
# Duty of Care Best Practices

- ✓ Develop a comprehensive travel **risk policy**
- ✓ Conduct **profile and itinerary specific** risk assessments
- ✓ Provide pre-travel **information** and training
- ✓ Implement traveller **tracking** systems
- ✓ Have **robust** travel approval processes
- ✓ **Code of conduct** for remote workers
- ✓ **Collaborate** with trusted partners that offer 24/7 assistance
- ✓ Implement incident reporting and **analysis**
- ✓ Conduct post-travel **debriefings**
- ✓ Regularly review and **update policies**





# Duty of Care Lifecycle





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Questions?

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