The presentation will begin shortly. Audio will be streamed directly via your computer speakers. Enjoy the webcast!

SAP Concur
Filling the Gaps in Duty of Care:
How to support employees in the office, on the road, and around the globe
A Solution Series Webinar

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Jameson Hughes
Value Consultant, Customer Improvement – SAP Concur
I sleep really well at night...
But that wasn’t always the case
As a travel manager, I had countless sleepless nights

1 employee had a stroke in their hotel room while traveling to a customer site

6 employees stuck in Boston following the Boston Marathon bombing in 2013

300+ home office employees stranded on snowy and icy roads following the “Snowpocalypse” in Birmingham, AL in 2014

So, how do you sleep?
“Is the world sleepwalking into a crisis? Global risks are intensifying but the collective will to tackle them appears to be lacking.”

Borge Brende, President, World Economic Forum

The World is Changing
And your ability to keep up will have a measurable impact on your organization

Responsibilities include:
- Measuring risk exposure
- Tracking down employee locations
- Keeping users informed and engaged
- Monitoring incidents as they occur
- Providing health and safety services
- Protecting the company’s legal exposure

The challenge:
- Travel is personal – people book where they want
- Travelers aren’t the only ones impacted
- Legal requirements are fluid
- Too many sources of information
Ensuring employee safety is more important than ever

46% of surveyed executives said that health and travel security incidents had an impact on their business continuity in 2016.¹

43% of respondents reported the greatest challenge in mitigating risks during a recent crisis was communication.²

43% of respondents reported the greatest challenge in mitigating risks during a recent crisis was access to information about the situation.²

In 2018, natural disasters alone accounted for over 11,000 deaths and over $150+ billion in damages around the world.

¹Business Travel News
²2017 Business Travel Impact of Travel Risk Survey
Duty of Care and Employee Risk Management
Aren’t they the same thing?

**Duty of Care (the why):** Your organization’s moral and legal responsibility to ensure the safety of *everyone* who conducts business on its behalf. Not having a Duty of Care policy in place can have legal and financial ramifications.

**Employee Risk Management (the what):** Tangible human + technology strategy for fulfilling your duty of care responsibility, including monitoring risk incidents, remaining aware of employee locations, and providing guidance and assistance when needed. *Your ERM strategy is what you do to keep your employees safe.*
Duty of Care and Employee Risk Management – who is it for?

- Office Employees
- Remote Employees
- Employees on Assignment
- Travelers
- Guest Travelers
- Candidates
- Interns
- Contractors
- Interns to CEO, everyone matters.
Jeanne Dion
Value Consultant, Customer Improvement– SAP Concur
Typical examples of risk incidents that affect business continuity

- Weather-related
  - Hurricanes, blizzards, tornados, extreme cold/heat
- Natural Disasters
  - Wild fire, earthquakes, flooding, drought
- Civil/Economic unrest
  - Political demonstrations, strikes, riots
- Terrorism (domestic or international)
  - Mass shootings, kidnapping threats, bombings, technology attacks
- Environmental
  - Pollution, oil spills, power grid failures
Risk is more than weather or unrest

- There are other challenges facing your employees every day
  - Physical health emergencies
    - Heart attack, stroke, seizures, diabetic coma
  - Disease-related outbreaks
    - Influenza, Measles, Zika, MERS-CoV
  - Mental health emergencies
    - Stress, anxiety/panic attacks, depression
  - Existing conditions
    - Physical accessibility, vision/hearing impairment, autism spectrum disorders
Duty of Care in Practice
Melissa Rizzuto & Jameson Hughes
About Anadarko

- Anadarko is among the largest independent oil and natural gas exploration and production companies in the world
- Approximately 8,500 employees and contractors
- Regular travel to Colombia, Peru, Algeria, Ghana, Mozambique and Singapore
How can we help you sleep a little easier?
# Filling the duty of care gaps at your organization

## Recommended first steps:

<table>
<thead>
<tr>
<th>Define what Duty of Care means to your organization</th>
<th>Partner up! Work with risk, technology, and travel partners to deploy your strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify existing gaps in fulfilling Duty of Care</td>
<td>Train your employees to engage</td>
</tr>
<tr>
<td>Collaborate on an Employee Risk Management strategy:</td>
<td>Measure all of the positive impacts you have on your organization:</td>
</tr>
<tr>
<td>• Executive Sponsor</td>
<td>• # of incidents responded to</td>
</tr>
<tr>
<td>• Frequent Travelers</td>
<td>• # of safety measures taken</td>
</tr>
<tr>
<td>• HR</td>
<td>• # of trips taken where pre-trip risk advisories were sent</td>
</tr>
<tr>
<td>• IT</td>
<td>• % of employees impacted by new strategy (aim for 100%)</td>
</tr>
<tr>
<td>• Remote Employees</td>
<td></td>
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<tr>
<td>• Corporate Security</td>
<td></td>
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<tr>
<td>• Travel</td>
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</tbody>
</table>
Adhere to an employee safety continuum for future improvements

Pre-Trip
- Crisis management plans
- Policy/compliance
- Enterprise communication
- Health Plan & Vaccinations

Training
- All employees
- Management team
- Personal protection
- Kidnapping & threat
- Country/region specific

Hotline
- 24 x 7
- One call
- Company-specific protocol
- Travel, security, health

Access to Intelligence
- Travelers
- Management (push)
- Assess risks/set ratings
- Pre-trip (pull)
- During travel

Track Employees
- Employee profiles
- Automated and verified
- Real-time alerting
- Communication options

Security Service
- Executive protection
- Escorts
- Guards
- Evacuation

Medical Service
- In-country, Western-quality care
- Evacuation

Source: Modified from Global Business Travel Association
Effective use of data can make all the difference

Bring the data sources together

- Home addresses
- Office addresses
- Mobile check-ins
- Approved travel requests
- SAP Concur travel bookings
- Travel agency bookings
- “Invisible” travel bookings – make them visible!
- Consumer mobile app data
- Real-time risk alerts
- Employee assistance requests

Positively impact your business

- **Protect your people** – they’re your most important asset
- **Reduce inefficiencies** like redundant communications when disasters strike
- **Ensure compliance** with legal obligations to keep employees safe
- **Bolster your brand and reputation** – employees and customers want to work with organizations that care
But what about all those trips booked directly with suppliers? 
You can manage that, too!

- **Booking channel:** TMCs
  - Confirms reservations are within policy. If they’re not, traveler’s manager is notified.

- **Booking channel:** supplier websites
  - Reservations automatically connected or emailed to SAP Concur.

- **Booking channel:** corporate booking tool
  - Employees get organized travel plans in one place.
  - Expense reports begin to write themselves.
  - Get visibility into all reservations.
  - Locate your travelers.
  - Access itineraries to support travelers.
SAP Concur’s comprehensive data aggregation and employee safety platform

- Concur Locate
- Concur Active Monitoring
- Concur TripLink
  - See complete list here

- Concur Travel
- Concur Request
- 3rd Party Applications - including
  - AirBnB
  - Uber
  - VisaHQ
  - Booking.com
  - Lyft

Corporate Duty of Care
No matter your global footprint, managing employee safety can be simple

Send the message or assistance to the right people at the right time.

Keep all of your employees safe.

Maintain your reputation, retain your employees, and attract the best talent.
Questions?