The presentation will begin shortly. Audio will be streamed directly via your computer speakers. Enjoy the webcast!
How are you Keeping your Employees Safe?
A Solution Series Webinar

John Coover | Global Head of Personnel Protection - SAP
Steve Lee | Travel Risk Solutions Specialist – SAP Concur
John Coover
Global Head of Personnel Protection – SAP
What’s at Stake?

Financial Risk
Organizational Risk
Reputational Risk

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

#2 issue facing buyers in 2017. **Increased focus on duty of care and security** is up from #4 last year.¹

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

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

70% of respondents plan to **improve communication** this year in order to mitigate risk of their mobile workforce.²

40% of European organizations had **difficulties with access to information and communicating** with their staff in 2016.¹

¹*Business Travel News*  
²2017 *Business Travel Impact of Travel Risk Survey*
Las Vegas – October 2017

Travelers in Las Vegas, Nevada, should avoid the area near the Mandalay Bay Hotel and Route 91 Harvest Festival after breaking reports of an active shooter late on 1 October.

There are unconfirmed reports that the attacker is shooting from a balcony in the hotel at the festival crowd; several people have been wounded. The police have put the area into lockdown. Travelers should minimize movement in the area until the situation has stabilized; monitor the situation on local media.
Mexico City Earthquake - September 19, 2017

- 370 Deaths – 228 in Mexico City
- 40 Building Collapses
- Over 6,000 Injured

- 23 employees in the area sent comms
- 20 employees replied within 2 hours
- 3 employees initiated secondary comms and call list
Dominican Republic App Assist Request

➢ 2018 Awards Incentive Trip
  • Employee’s husband became ill
  • Was unsure of suggested treatment by hotel medical staff
  • Accessed Concur Mobile App and selected app assist
  • Concur GSOC contacted her immediately
  • Notified me
  • Met at hotel lobby and transported to hospital
Traveler Safety Continuum

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

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

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

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

Source: Global Business Travel Association
Traveler Safety Continuum

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Source: Global Business Travel Association
Steve Lee
Travel Risk Solutions Specialist – SAP Concur
Location Sources THEN

GDS/TMC

HR System
The Challenge

Global operations & diverse population

Employee location data is siloed

Limited resources
Location Sources NOW

- Travel Agency Bookings
- Outside Travel Bookings
- Approved Travel Requests
- Location check-in
- Third party data
- Work & Home Addresses
- Expense data
- Proprietary Application
Consolidation to a Single System

- Travel Agency Bookings
- Outside Travel Bookings
- Approved Travel Requests
- Location Check-in
- Work & Home Addresses
- Proprietary Data
- Expense Data
Right Message to the Right Person at the Right Time

Pre Travel Advisory
Pre and during trip messaging
Employee-initiated check in and assistance requests
Alerts to the security team on triggered events
Employer-initiated one-way broadcasts and two-way alerts
Post trip messaging
Country Facts
Capital: Paris
Language: French
Religion: Christianity
Currency: Euro (€)
Credit cards such as American Express, Diners Club, MasterCard, and Visa are widely accepted. Travelers checks are accepted nearly everywhere. There are no restrictions on the import or export of foreign currency. It must be noted that amounts exceeding €10,000 or its equivalent must be declared if travelling to or from a country outside the European Union.

GMT (+) 1

Security Risk: Medium

Country Overview
France is officially the French Republic and is a unitary semi-presidential republic in Western Europe with several overseas territories and islands located on other continents and in the Indian, Pacific, and Atlantic oceans. Metropolitan France extends from the Mediterranean Sea to the English Channel and the North Sea, and from the Rhine to the Atlantic Ocean. It is bordered (clockwise starting from the northeast) by Belgium, Luxembourg, Germany, Switzerland, Italy, and Monaco and with Spain and Andorra to the south. France is linked to the United Kingdom by the Channel Tunnel, which passes underneath the English Channel. It is the largest west-European country and it possesses the second-largest Exclusive Economic Zone in the world. France was one of the founding members of the European Union, which it was one of the founding members of the European Union, the continent's fourth-largest economy, and the leading industrial power. It is also a key player in the European Union and has an extremely strong military force.

Travel Risk Summary
France is a relatively safe destination to travel to and throughout, as the threat from terrorism and the potential for civil unrest tend to be generally low. However, the threat from terrorism has significantly increased over recent months due to the French military intervention against ISIS militants in Iraq and the recent terrorist incidents carried out in Paris in which at least 17 people were killed. The French government has raised the terror threat level to "alert". As a response to recent attacks and high-profile incidents, there have been heightened security measures in public places, including shopping areas, tourist sites, and transportation hubs. Travel plans to France should be arranged in advance, as the threat from terrorism in the country is still at a low level. The largest threat to daily travelers in the country stems from petty opportunistic criminals, such as pickpockets and bag snatchers. The French military is carrying out airstrikes against ISIS militants in Iraq, prompting the militants to threaten retaliation attacks against the French. France says it will do everything possible to protect its citizens. Threats have been posted online, in which the militants said they will hit the "sordid and filthy French." On 7th January, 2015, armed gunmen attacked the Charlie Hebdo offices in Paris, killing at least 12 people. A series of attacks and a major police operation followed the attack, leading to the deaths of the gunmen and five other people on 9th January. The assailants took several people hostage in two separate locations, prompting two stand-off situations with the police. Explosions and pockets were reported during both situations. The leader of Al Qaeda in the Islamic Maghreb (AQIM) based in Yemen has claimed responsibility for the attack. An extra 10,000 armed police are deployed in order to improve "internal security" in the country. Travelers should be especially vigilant and follow the security advice issued by the French authorities.

Protests and demonstrations are occurring on a more frequent basis throughout France. Economic policy and local issues, such as the relationship with immigrants, are the main cause of demonstrations. Those known to occur more frequently in Paris, Lyon, Le Mans.
Have a safe and productive trip to Paris! In an emergency, please request assistance using the Concur mobile app or reply to this text with the keyword MAYDAY. Our local office is located at 36-38 rue de Saint-Petersbourg, phone +33(0)170 911 000. The daily M&I rate in Paris is $148. Please take receipt photos for all business-related expenses.
Employee-initiated check in and assistance requests
Alerts to the security team on triggered events

Subject: France (level 3) Risk Alert for Locate Demo Site, 5 travellers may be affected

6/12/2018 5:17

Risk Alert Level
3
Level 3

Travelers in Paris should avoid the vicinity of Rue des Petites Ecuries in the 10th arrondissement owing to an ongoing security incident during afternoon hours (local time) on 12th June. Unconfirmed reports indicate that an armed man has taken several hostages. The area has been cordoned off while the emergency services conduct operations. Travellers should abide by all official directives over the coming hours. Monitor for updates.

The list of affected travellers:

<table>
<thead>
<tr>
<th>Company</th>
<th>Name</th>
<th>Mobile</th>
<th>Email</th>
<th>Booking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anybiz EMEA BU-AE</td>
<td>Elias (Gen Traveller) Sila</td>
<td>447593799224</td>
<td><a href="mailto:david.mayes@concur.com">david.mayes@concur.com</a></td>
<td>UUDGVR</td>
</tr>
<tr>
<td>Anybiz EMEA BU-ES</td>
<td>Melina BLACK</td>
<td></td>
<td><a href="mailto:cbriand@laposte.net">cbriand@laposte.net</a></td>
<td>3LFP</td>
</tr>
<tr>
<td>Anybiz EMEA BU-FR</td>
<td>HELENE DANZ DEMO</td>
<td></td>
<td><a href="mailto:HELENE.DANZ.DEMO@dummy.mtc">HELENE.DANZ.DEMO@dummy.mtc</a></td>
<td>K3TWK</td>
</tr>
<tr>
<td>Anybiz EMEA BU-FR</td>
<td>Camille Cacicedon</td>
<td>33674945640</td>
<td><a href="mailto:camille.cacicedon@renault.com">camille.cacicedon@renault.com</a></td>
<td>GYNOPO</td>
</tr>
<tr>
<td>Anybiz EMEA BU-DE</td>
<td>Lidia Sanchez</td>
<td></td>
<td><a href="mailto:helene.gourard@cox.com">helene.gourard@cox.com</a></td>
<td>UCH6W</td>
</tr>
</tbody>
</table>
Employer-initiated one-way broadcasts and two-way alerts

Message from MYCOMPANY’s travel security department: You’ve been identified as one of our employees currently in the Paris area. Due to the ongoing security incident in the 10th Arrondissement, please reply with your current status. Reply OK or MAYDAY.

Just now

Ok

Thank you for your OK response. If your status changes, please reply with MAYDAY or call us at +1-425-590-0198.

Just now
Welcome back! Please make sure to submit your expense report within 10 days of return and attach receipts for all transactions over $25 USD. How can we make your business travel better? Please provide your feedback to travelfeedback@mycompany.com. For further assistance, contact us at 303-999-9999.
SAP Concur
Duty of Care Solutions

- Concur Locate
- Concur Active Monitoring
- Concur TripLink
- Concur Travel
- Concur Request

Find all your real-time employee data in one tool to locate employees—whether they’re on the road or in the office—and reach them quickly and accurately.

Protect employees from one solution—yours.

Provide the best channels for two-way communication to dependably connect to your employees at a moment’s notice.

Allow a team of Duty of Care experts to monitor, alert, and assist all impacted employees on your behalf while keeping your stakeholders in the loop.

Capture bookings—wherever they occur—so you have the robust view that you need to provide travelers support.
Questions?