

DUTY OF CARE



A close-up photograph of a person's hand, wearing a dark long-sleeved shirt, carefully balancing a row of light-colored wooden blocks on a rough wooden surface. The blocks are arranged in a slightly curved line, and the hand is positioned behind them, with fingers slightly curled. The background is dark and out of focus.

WHAT IS DUTY OF CARE?

American Law Occupational Safety and Health Administration Act of 1970 (OSHA)

OSHA's "general duty clause" mandates that, in addition to compliance with hazard-specific standards, all employers have a general duty to provide their employees with "a workplace free from recognized hazards likely to cause death or serious physical harm." OSHA also requires most large businesses to implement an emergency management plan, and corporations are subject to significant liability if they do not meet certain basic obligations.

Canadian Law Bill C-45

Employers have a legal obligation to train their staff to avoid and/or mitigate the risks of dangerous situations and criminal acts. The risks faced by employees overseas may come from the intentional actions of a third party. However, that does not limit the liability for the employer.

- "217.1 Every one who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task"

TRAVEL RISK

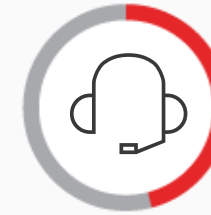


TRAVEL MANAGEMENT COMPANIES ARE THE PRIMARY EXTERNAL PARTNER FOR TRAVEL RISK MANAGEMENT



65%

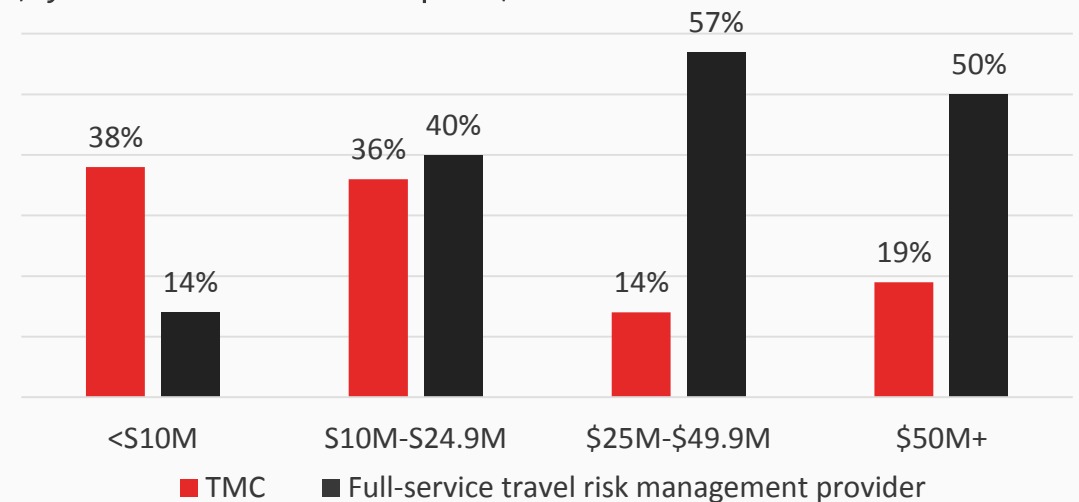
of travel buyers and managers said their companies' attention to traveler safety and travel risk management has increased over the past three years.



46%

of companies are offering services from Travel Management Companies

Primary External Partner for Travel Risk Management (By 2017 Business Travel Spend)



Resource: Business Travel Network, 2017



DUTY OF CARE: TMC BEST PRACTICES

- Requires travellers to book travel through approved provider
- Makes travellers aware of the 24-hr advice and assistance number to call
- Has a crisis management plan for travellers
- Provides pre-trip information in writing to travellers
- Requires travelers to sign that they understand travel risk
- Informs travellers of changing risk conditions when traveling
- Tracks travelers through a travel tracking system
- Has established communication protocol with travellers
- Knows where travelers are on the ground at all times and can immediately locate
- Has ability to show that travelers read and reviewed travel policies and procedures

KEY ELEMENTS OF DUTY OF CARE PROGRAMS

How the Process
Works



STEP 1

KNOW BEFORE YOU GO

Provide the traveller with advanced information on the destinations being visited including; Health, Safety, Security, Entry Requirements, Local Destination Information.



STEP 2

BREAKING ALERTS

Inform all travellers of any event or incident that has the ability to affect a traveler's safety, security or travel itinerary.



STEP 3

TRAVELER TRACKING

The Travel Agency or corporate travel manager can quickly locate, communicate with and take action to ensure the safety of their travellers.



STEP 4

SECURITY & MEDICAL ASSISTANCE

The traveller has access to on-demand travel advice and assistance in case of crisis. Appropriate response will be coordinated to assist the traveller.

DUTY OF CARE — JOURNEY MANAGEMENT SYSTEM

The main objective of the Journey Management System is to ensure security and accountability of all travelling employees at all times.





To help with Duty of Care, Hickory Global Partners has partnered with FocusPoint International to provide travelers with CAP™.

For more information, please contact your Hickory sales representative.

