What OSH tools are available for mobile workers?

IOE Symposium | XXI World Congress on Safety and Health at Work

Dr Philippe Guibert
Dr. Olivier Lo

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Declaration of interest

Employed by International SOS

Volunteers at the International SOS Foundation

Independent, not-for-profit organisation

Started with a grant from International SOS in 2011

Goal to improve the health, safety, security and wellbeing
Definitions

**Worker:** person performing work or work-related activities, regularly or temporarily, under the direct or indirect control of the organization.

**Traveller:** person on travel or assignment who might be a long- or short-term deployed worker, contractor, and any work-related individual (family member, dependent, volunteer or student).

**Travel:** movement of a traveller or group of travellers from one destination to another (either international, domestic or both), either on a work-related trip or on assignments.

**Assignment:** transferring and placement of a traveller from one location to another, either on a temporary or permanent basis, as defined by the organization.
# International Business Travel: A growing reality

- **50%** international assignee workforce by 2024 (25% in the last decade)
- **50%** predicted growth of mobility levels by 2020 (Growth of 25% in the last decade)
- **89%** of organisations expanding their mobility programs

70% of millennials seeking global opportunities

Ref: Talent Mobility 2020 and beyond, PwC

The Mobile Worker: Demographic Perspectives
NEPAL EARTHQUAKE

MERS CO-V

NORTH KOREA MISSILES

LONDON ATTACKS

H7N9 OUTBREAK IN HONG KONG

SYRIAN REFUGEES CRISIS

EBOLA WEST AFRICA

LAST MONTHS
The potential threats of international travels and assignments

- Malaria
- Zika virus
- Poor Healthcare
- Extreme Solitude
- Depression due to Emotional Remoteness
- Road Safety
- Civil Unrest
- Political Instability
- Stress

Health & Medical
Safety & Security
Psychological & Individual
Governments should ensure that both multinational and national enterprises provide adequate safety and health standards for their employees.

Globally, there are limited health and safety regulations for cross-border workers. However, there is more convergence on case law that require organizations to be responsible for health, safety and security issues. Currently, two countries (Canada and Australia) have made it clear that their domestic Health and Safety Executive (HSE) laws will apply overseas.
Guidelines on occupational safety and health management systems (ILO-OSH 2001)
– no reference to travels / mobile workers

– no reference to travels / mobile workers

Seoul declaration 2008: Employers should ensure that …/… prevention is an integral part of their activities, as high safety and health standards at work go hand in hand with good business performance.
### Growing concerns & legal challenges – Examples

<table>
<thead>
<tr>
<th>Country</th>
<th>Provisions for Overseas Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>The Provisions for Overseas Safety require that overseas investment PRC (People’s Republic of China) companies sending their employees overseas must provide employees with adequate education and emergency training in relation to the protection and security before their departures.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Country</th>
<th>Employees Compensation Act</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>… if the employee sustains injury or contracts occupational diseases during the course of employment, while deputed to a place of work outside India, the employer may be held liable to compensate the employee as per the provisions of the Employees Compensation Act, 1923.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Country</th>
<th>Employer’s Duty of Care on Workplace Safety &amp; Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Singapore</td>
<td>…there is a strong argument to be made that an employer in Singapore who is governed by the provisions of the WHSA must ensure that his employees who are required to travel on the job are also adequately protected with safe and healthy work practices.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Country</th>
<th>Workmen’s Compensation Act</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thailand</td>
<td>If a Thailand based employer sends an employee overseas for a work assignment and whilst overseas such staff sustain an injury or dies in the course of their employment, then the employee or their family (as the case may be) could arguably claim under the workmen’s compensation Act (1994).</td>
</tr>
</tbody>
</table>
80% of organisations modified travel itineraries in the past year due to health & security concerns (Ipsos MORI survey 2016)

Most national regulatory legislation bodies governs health and safety at work in the state concerned, and may have effect on employees based in that state but who are sent abroad on cross-border assignments (BSI PAS 3001:2016 Travelling for work – Responsibilities of an organization for health, safety and security – Code of practice)

Growing need to help organisations address health, safety and security responsibilities towards workers travelling or on international assignment, not just domestically
# Travel Risk Management Toolbox

## Travel risk mitigation self-assessment checklist

### TRAVEL CYCLE FOR TRAVELLERS AND INTERNATIONAL ASSIGNEES

| 1. Health and safety policy | Define:  
|-----------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|
| 2. Risk assessment for identified risks and hazards | Implement:  
| a. Information and advice | Review:  
| b. Competence and training |  
| c. Fitness to travel, incl. travel health consultation |  
| d. Travel health and security kits and supplies |  
| e. Medical or security emergency management |  
| f. Tracking and communicating |  
| 3. Organisation, planning and implementation |  
| 4. Evaluation |  
| 5. Action for improvement |  

**Pre-travel**

- Why? Mission statement
- Who? Organisation and responsibilities
- How? Arrangements

**During travel**

- The mechanisms to deal with travel-related issues
- The mechanisms to ensure compliance

**Post-travel**

- Periodically
- Modify as necessary

- Dynamic risk assessment of threats and hazards
- Selection, implementation and/or adjustment of appropriate mitigation measures to reduce risk to an acceptable level

- 24/7 access to medical and security information while travelling
- Referrals to medical and security support outside of home country

- Access to medical advice if illness is developed post-travel
- Access to post-trauma advice after an security-related issue

- Briefing of health, safety and security arrangements
- Destination-specific training
- First aid training

- Pre-travel medical examination where appropriate
- Travel health consultation for up-to-date vaccinations
- Periodical examination, where appropriate
- Health surveillance, where appropriate
- Wellness/health promotion

- Post-assignment examination
- Return to work from affected areas process

- Provide travel medical kit (first aid, Malaria, etc.)
- Provide travel security kit
- Stock of necessary prescription medication (esp. long-term)

- Monitoring and refilling of travel health and security kits after utilisation

- Prepare emergency action plans to manage a medical or security emergency or crisis
- Provide training on emergency plans

- Post-assignment medical and psychological support

- Pre-travel access to medical and security information
- Destination guide information
- Compliance to travel policy and to the traveller’s destination

- Implement tools, processes and procedures to track location of relevant workers and communicate with them
- Tracking system and process to support crisis management

- Mechanism to allow ideas and suggestions from workers (two-way communication)

- Reporting and evaluating of key performance indicators
- Internal and external auditing
- Alignment with enterprise risk management (reporting on claims, opportunity to finance prevention actions through captive funds)
- Integration in the general compliance strategy

- Corrective actions implemented where appropriate
Tools for management – pre travel:
National Duty of Care Legal Summaries
Open source/Free Access

Co-branded with leading law firms
6.3.2 Preventive and protective measures should be implemented in the following order of priority:
- a) eliminating the risk;
- b) minimizing the risk;
- c) controlling the risk.

6.3.3 The risk assessment should take into account existing control measures as well as identify additional control measures that might be needed to prevent the risk from being realised, or mitigate against its consequences.

**NOTE 1** The impact of a risk could be experienced by the traveller, the organisation or others involved in the travel process including a client or end user. For example a team of minors, technicians or security consultants fail to arrive on a trip a client will potentially suffer the consequences.

**NOTE 2** Table 1 gives an example approach to determining a risk score. The severity/impact and likelihood take into account mitigation and contingency plans that are in place, and mitigation actions that have been undertaken.

6.3.4 Measures to reduce risk should be continually monitored and reviewed after any significant changes to:
- management of travel safety, health and security;
- travel destination or circumstances at the travel destination;
- travel route;
- travel itinerary;
- travel profile.

### Table 1 – Example risk score

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Negligible (5)</th>
<th>Minor (10)</th>
<th>Moderate (30)</th>
<th>Major (90)</th>
<th>Extreme (150)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk: Low</td>
<td>Low: (1)</td>
<td>Low: (3)</td>
<td>Low: (6)</td>
<td>Low: (10)</td>
<td>Low: (15)</td>
</tr>
<tr>
<td>Risk: Medium</td>
<td>Medium (10)</td>
<td>Medium (20)</td>
<td>Medium (30)</td>
<td>Medium (40)</td>
<td>Medium (50)</td>
</tr>
<tr>
<td>Risk: High</td>
<td>High: (15)</td>
<td>High: (25)</td>
<td>High: (35)</td>
<td>High: (45)</td>
<td>High: (60)</td>
</tr>
<tr>
<td>Risk: Very High</td>
<td>Very High (20)</td>
<td>Very High (30)</td>
<td>Very High (40)</td>
<td>Very High (50)</td>
<td>Very High (60)</td>
</tr>
</tbody>
</table>

**NOTE** Table 1 is based on the ISF Ireland document, Risk Assessment Tool and Guidance (including guidance on application) [8].

## 6.4 Risk register

6.4.1 Depending on the level of assessed risk, the organization should establish and maintain a risk register including the following details:
- a) name of risk (short name);
- b) description (which may include the source of the risk and other potential causes);
- c) the likelihood of the risk materializing (expected frequency);
- d) the severity/impact (expected negative outcomes);
- e) risk score derived from the likelihood and severity/impact – see Table 1;
- f) impact description of the consequence of the risk materializing;
- g) indication flow to tell that the risk has materialized and moves from being a risk to a reality, this also includes early indicators and warning to avoid and pre-emptive responses before they happen;
- h) mobilisation actions planning and done to avoid the risk materialising;
- i) contingency/incident response plans (properly measured and rehearsed actions to be undertaken if, and when, the risk materialises and becomes a reality).

6.4.2 Risk controls measures must be kept proportionate to the level of risk.

6.5 Mechanisms should be put in place to capture lessons learned as a result of the risk assessment.

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**Important information for individuals**

A personal emergency travel plan (PETP) should be established:

- The mobile worker should choose a trusted individual (partner, colleague or friend) to provide support in an emergency. If travelling with others, it’s important that they know whom to contact in an emergency. If travelling alone, the name and phone number of the emergency contact should be stored in the worker’s mobile phone under “ICE”.

The traveller should share their itinerary with this individual and arrange to text, email or speak to them at certain times – for example, on arrival at a destination.

Preparation should include listing all addresses and telephone numbers that will be needed on the trip and scanning them so that they are in an electronic format. It’s also a good idea for the traveller to take a photocopy of the identification page of their passport, any relevant visas and details of the number to contact if their credit card is stolen or will not work. They should take a copy of any prescription drugs. They should also remember health insurance and make a copy of any cards or the front sheet of the policy to be carried at all times.

Useful documentation to copy could include:
- Passport and visa
- Proof-of-life documents for countries affected by kidnapping and extortion (questions that only the traveller could answer if they are alive)
- Driving licence
- Vehicle documents (if using own vehicle)
- Tickets
- Itinerary
- Health insurance
- Credit cards
- Emergency phone numbers
- Copy of any repeat prescription
- Vaccination history
- Blood group
- Special medical instructions
- Address list, including GP and dentist

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Tools for Management – Pre-travel

Working safely abroad – action plan

This action plan isn’t exhaustive, but it offers you a starting point as you develop your international travel policy.

| Topic                                      | Yes/No | Action/s
|--------------------------------------------|--------|-----------
| About the country your staff are visiting  |        |           
| Are there formal political links with your country? |        |           
| Is there political or social instability?  |        |           
| Are there notable religious customs or laws? |        |           
| Are there notable legislative differences? |        |           
| Are phone and postal systems reliable?    |        |           
| Is the transport system reliable?         |        |           
| Is there a drug problem or tribal culture?|        |           
| Insurance policy                          |        |           
| Does it provide a replacement car?        |        |           
| Do your staff have individual risk profiles? |     |           
| Does it cover medical bills?              |        |           
| Does it include air ambulance cover?      |        |           
| Does it cover return flights for employees’ families? | |           
| Does it cover repatriation if workers die or are injured? | |       
| Medical provision                         |        |           
| Have your workers had medical/dental check-ups? |     |           
| Have they had any necessary vaccinations? |        |           
| Have you prepared a medical kit for them to take? |     |           
| Do they have supplies of prescription drugs? |     |           
| Do they have spare glassware and solution?|        |           
| Finance                                   |        |           
| Have you given your staff an expenses advance? |     |           
| Do they have the right currencies?        |        |           
| Do they have credit/debit cards?          |        |           
| Have you arranged to settle bills through a travel agent? | |        

PART 1: POLICY

1. Has an organisational policy been developed and implemented that aligns travel and assignment safety, health, and security with the organisation’s objectives?

2. Has the policy statement been signed and dated by top management?

3. Is the policy statement integrated into the organisation’s broader policies, in particular the occupational safety and health policy?

Policy: Statement of Intent

4. Does the policy include a statement of intent addressing the following?
   - Aims and objectives
   - Compliance
   - Threat and hazard identification and risk assessment
   - A commitment to prevention, protection, mitigation and response to incidents

Policy: Organisation

5. Does the policy have an organisation section that defines key roles and responsibilities, and who will carry out specific tasks?

Policy: Arrangements

6. Does the organisation section describe the delegation of certain tasks to compliant persons or an outside organisation?

Policy: Arrangements

7. Does the arrangements section describe mechanisms to deal with general issues related to travel and assignment safety, health, and security?

www.internationalsosfoundation.org
Tools for management – pre travel
The Travel Risk Mitigation BowTie

This BowTie diagram helps you to visualise some of the complex health risks, security risks and control measures for your travelling population. The diagram is shaped like a bow-tie, creating a clear differentiation between proactive and reactive risk mitigation.

It captures common health risks, the principal barriers used to control those risks, the common escalation factors that can render these barriers ineffective, and the escalation factor controls.

With the support of the Institution of Occupational Safety and Health (IOSSH), IOSSH is the Chartered body for health and safety professionals in the world's biggest professional health and safety membership organisation. IOSSH sees the value of the profession, campaigning on issues that affect millions of working people. They set standards and support, develop and connect their members with resources, guidance, events and training.
Tools for Employees – Pre-travel

Example: For travellers, Pre-trip advisories/country guides*

Pre-trip Advisory

Click Here to Confirm... Yes! I have read this travel advisory.

Dear Test Traveler,

My Company is committed to the wellbeing of our employees, which extends to those traveling internationally for business.

It is important that you read the following pre-trip advisory from International SOS which contains important security and medical information relevant to your travel. It is also important to be aware that alerts can change on a daily basis and you should review updated information from your Portal website if your departure is not immediate and during longer stays.

Additionally, the advisory contains business and cultural information to assist you during your time at your destination.

International SOS provides special knowledge and assistance regarding security, medical or personal issues such as lost passport or prescriptions. Whether you have questions about the information on this advisory, become seriously ill abroad, or need assistance due to a lost or stolen wallet, call any 24 hour assistance centre around the world to speak with a doctor, security specialist or coordinator.

Remember to carry our International SOS card so you always have the phone numbers with you when traveling, which you can download using the link below.

Call for Assistance

Philadelphia

Download the App

Membership Card

Printable Version

Destination at a Glance

Destination: Nigeria

- HIGH MEDICAL RISK
- HIGH TRAVEL RISK

MEDICAL CARE

Limited

Simple health problems can be managed in country. Specialist care limited. Serious conditions may require international evacuation.

FOOD AND WATER

Unsafe

Tap water unsafe to drink. High risk of contaminated food and travellers' diarrhoea.

VACCINATIONS

Often required

Ensure all routine vaccinations are up-to-date. Other specific vaccinations may be recommended. Yellow fever vaccination may be required for entry from certain countries and/or for onward travel.

DISEASE RISK

High risk

High risk of contracting serious infectious diseases. Preventive measures are recommended.

MALARIA

Whole country

Risk in all areas. Prevent mosquito bites. Seek advice about preventive medication.

RABIES

High risk from domestic and wild animals, including bats

Consider vaccination before travel. If scratched or bitten by an animal, seek medical advice.

CRIME

Violent crime common

Opportunistic and petty crime is pervasive; foreign nationals are a target of violent crime and/or kidnapping.

PROTESTS

Often disruptive or violent, pose indirect risks

Protests are highly disruptive or commonly degenerate into violence and pose an indirect threat to foreign nationals.

*(Fee may be applicable by vendor)
Tools for Employees – Pre-travel

Example: For travellers, Pre-trip advisories/country guides*

Before You Go

See your doctor and dentist and ensure you are in the best health before you travel:

- Check your routine vaccinations are up to date (polio; varicella; measles; tetanus) and see a travel health practitioner 6 to 8 weeks before departure for destination-specific vaccinations, some of which require several doses, or be recommended more before arriving in the malarial country.

- Documentation: Arrange a copy of your personal health record to carry on your journey, explaining your need for all medications you are carrying, including any prescribed medication.

- Medication: Check the regulations of your destination country regarding the importation of medications. Drugs that are legally purchased in some countries may be prohibited in others. Medications should be prescribed by your doctor and carried in their original packaging, including any information leaflets, with a copy of your doctor’s name. Have enough to cover the trip, and extra in case of certain drugs to a 30-day supply. Carry medication in your hand luggage in case of loss.

*(Fee may be applicable by vendor)
Tools for Employees – Pre-travel

Example: E-Learning*

*(Fee may be applicable by vendor)
Road Traffic Accidents
**Tools for employees – pre travel**

**Example: Road safety (pocket leaflet)**

Only 28 countries have adequate laws that address all 5 risk factors: speed, drink-driving, helmets, seat-belts and child restraints.

**Be Aware**
- Ensure all vehicle occupants wear seat-belts
- A 5% decrease in speed can reduce fatal crashes by 30%

**NEVER**
- Use a mobile phone when driving.
- Drink and drive.
- Drive if tired or jetlagged.

As a pedestrian you are particularly vulnerable. Stay alert and avoid walking near roads after dark.

**6 Safe Practices**
- Dangers on the roads differ from country to country.
- Ensure all vehicle occupants wear seat-belts.
- Only self-drive if you know the road laws and are familiar with the driving culture and the vehicle type.
- Motorised 2 and 3-wheeled vehicles are unsafe in road crashes.
- Know what is legally required of you in the event of a road crash.
- Always check safety features of vehicles. Only use taxis with seat-belts.

**Think safety**
- Always wear a seat-belt

Wearing a seat-belt reduces the risk of a fatal injury by up to:

- 50% for front seat occupants
- 75% for rear seat occupants

**Know the Roads**

Consider the following items when determining the safest mode of transport:
- Road condition
- Traffic density
- Traffic behaviour
- Weather conditions
- Safety features of the vehicle

**8 Considerations**

1. Planning your Route
   - Departure time
   - Journey duration
   - Terrain
   - Climate
   - Visibility
   - Security
   - Communication coverage
   - Emergency support

**Statistics**:

Road traffic crashes kill 1.24 million people each year. This equates to 3,400 people every day. As many as 50 million people are injured in road crashes each year. 30% of road crashes are work-related.
Tools for Management – During travel

Example: Travel Tracker - For Management*

*(Fee may be applicable by vendor)
Tools for Employees – During travel
Example: For Travellers, Alerts*

An assault on the commercial capital Istanbul’s Ataturk International Airport (IST) late on 28 June involved at least two suicide bombers and gunfire at the facility’s international terminal. According to government statements, at least ten and possibly up to 28 people have reportedly been killed and possibly up to 60 have been injured. These numbers could change as further reports emerge. Local contacts have indicated that at least one of the explosions occurred at the entrance to the Arrivals hall, where a gunman opened fire and then detonated a suicide vest when confronted by security personnel.

We advise against travel to the airport until the situation has fully normalised. Those currently still at the airport should find a secure area and remain there until it is safe to leave, follow all directives from security officers. Managers should account for staff, halt any inbound travel to Ataturk airport scheduled in the next 24 hours and tell staff with near-term, scheduled departures from the airport to remain at their accommodation and consider alternative travel arrangements.

*(Fee may be applicable by vendor)
Tools for Employees – During travel
Example: Assistance App*

*(Fee may be applicable by vendor)
## Tools for management – during travel

### Example: Incident management report*

<table>
<thead>
<tr>
<th>Time of incident &amp; # of travellers notified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time of Status Update email</td>
</tr>
<tr>
<td>Dashboard with traveller responses</td>
</tr>
<tr>
<td>Direct link to TravelTracker Communication History to view traveller details</td>
</tr>
</tbody>
</table>

2 email updates on all responses received within 1 hour

*(Fee may be applicable by vendor)*
Tools for employees – during travel

Examples

Travel Health Kit*

Malaria Prevention Kits*

*(Fee may be applicable by vendor)
There is a return

RETURN ON PREVENTION

COST OF FAILURE

$950,000

The cost of failed assignments ranges between US$570,000 and $950,000

MALARIA PREVENTION: COST-BENEFIT

Reduction in occurrence of fatal cases of malaria

70%

Cost-benefit analysis showed that US$1 invested returns a benefit of US$1.32

MEDICAL CHECK PROGRAMME: COST-BENEFIT

$2.53 return

Cost-benefit analysis showed that US$1 invested returns a benefit ranging from US$1.6 (minimum scenario) to US$2.53 (maximum scenario)

Source: Return on Prevention: Cost-benefit analysis of prevention measures for business travellers and internationals assignees, Prevent
The Singapore Declaration on Work-Related Travel Safety, Health & Security

Sign the declaration virtually!

Sunday 3 September 2017 10:30 AM—12:30 PM Sands Expo and Convention Centre, Singapore