



SAP Concur 

Higher Ed Duty of Care Tipsheet

## Top Duty of Care Tips for your Higher Education Travel Program

As faculty, staff and students travel to distant locales, it becomes increasingly important to create a solid, common program to protect the traveler and the institution alike. If your current Duty of Care program is spotty, you're not alone. In a recent SAP Concur webinar, 59.3% of attendees said they had a Duty of Care program in place, but that it still needs work. Fill the gaps of your current program with these helpful tips for Higher Ed:

### **PREPARE BEFORE THEY TRAVEL**

Develop a clear policy that provides guidance to your faculty and staff around safety and security. In this policy, note how travelers have a responsibility to themselves to be aware at all times, no matter where they are – what action steps they need to take in the event of an incident and their responsibility. Additionally, create an emergency contacts/communications list with succession of responsibilities for all members and backups on the travel/security team and TMCs.

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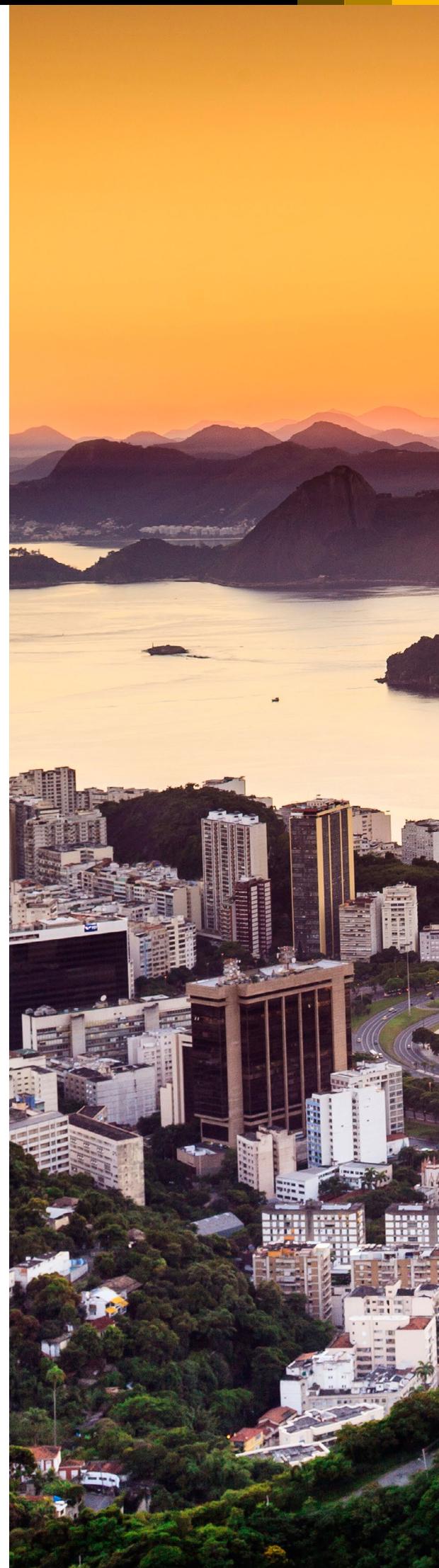
# Over half

of organizations provide no traveler safety or travel risk training to their employees, according to a 2017 BTN report: *Taking on Travel Risk Management*.

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### **KEEP THEM IN THE KNOW**

Educate your travelers as much as possible about their safety and security – share institution expectations and helpful tips and tricks about safe travel and tailor sessions for traveler genders. Use apps that provide up to date information on country customs, proper protocol security briefings/mobile numbers required for high risk countries.





### **MAKE SURE YOU CAN REACH THEM**

Develop clear emergency contact information for faculty, staff, and students to use in case of a disaster or incident and implement all support solutions – high/low tech and no tech. For example, a mobile number requirement as part of a traveler’s profile, Traveler Buddy Badge or Wallet Card (who and when to call) and a “One Call does All” service via your after-hours numbers with your global medical support service provider.

### **PROVIDE THEM THE TOOLS THEY NEED**

Implement a traveler tracking application in partnership with your TMC and a third party medical support provider. Make certain it has accurate location information and integrated communication capabilities. Develop clear concise messaging for when communicating with faculty and staff during an emergency. Tailor your messaging to inform, but not to alarm or cause panic.

### **CHOOSE THE RIGHT PARTNERS**

Investigate if aligning with a global medical support service provider is necessary. These service firms, like HX Global, typically provide medical support for your travelers outside of their host country as well as search and extraction services. Additionally, consider outsourcing your duty of care responsibilities to a service provider that is able to monitor, locate, communicate and assist all travelers on your behalf. This is especially important for institutions that may not have the time or resources to properly fulfill duty of care responsibilities.

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# 74%

of organizations retain the services of a third-party for response and recovery, according to [GBTA, 2017](#).

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## ABOUT SAP CONCUR

SAP Concur takes universities of all sizes and stages beyond automation to a completely connected spend management solution encompassing travel, expense, invoice, compliance and risk. For more than 20 years, our global expertise and industry-leading innovation has kept customers a step ahead with time-saving tools, leading-edge technology and connected data, in a dynamic ecosystem of diverse partners and applications. User-friendly and business-ready, SAP Concur unlocks powerful insights that help your institution reduce complexity and see spending clearly, so you can manage it proactively.

Learn more about solutions for Higher Education at [concur.com](https://concur.com).

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