

Business Traveller Risk Survey 2014: How do business travellers view travel risk?



Introduction

Mantic Point provides the travel trade with itinerary management technology, including duty of care and risk management solutions.

In November 2014 we surveyed the views and opinions of business travellers who buy their travel from TMC's and travel agencies about their views on how well prepared they are to understand potential travel risks.

We invited almost 2,000 Business travellers to complete a short survey of whether their employers or travel agencies provided them with sufficient travel risk information, prior to departure and during their trip. Each user had subscribed to a mobile travel service and had travelled at least once in the previous 3 months.

This document provides the summary results and opinions of the travellers.

Summary

The good news is 48% of business travellers say their employers have a travel risk policy. Worryingly for some employers, 26% of travellers say their companies do not have any formal travel policy and a further 26% are not aware if one exists.

This offers an interesting opportunity for TMC's to provide the expertise and support to ensure their clients and employees have the necessary assistance to keep them safe.

Just under half of respondents received any travel risk information before they commenced their trip. Of those that did the majority (83%) thought the information they received was useful but only a minority (12%) received information targeted at their upcoming trip.

Not surprisingly all respondents wanted to receive updates whilst on their journey if the travel risk situation changed, although 32% wanted to be able to control when and how they received the alerts, presumably to manage alert overload.

When asked if it would be useful for their employer or travel agency to automatically locate them in times of emergency the majority (79%) either agreed or agreed with some level of personal control. 21% of travellers would prefer to take responsibility to inform their employer/agency if they considered it necessary, an interesting dilemma for their employers security manager.

We asked the travellers what they thought of the current travel risk environment by asking them to estimate the number of global travel risk alerts active at any time. The majority of respondents (55%) thought there was up to 20 countries with current risk alerts, with a smaller number (32%) estimating more. Almost 14% thought the risk environment was relatively quiet with less than 10 countries with active alerts.

Working with our travel risk intelligence partner – iJET, we selected the 4th November 2014 to provide a snapshot view of the total number of country and city alerts from their global intelligence centre in Annapolis USA.



ijET world view of city and country travel risk alerts – 4th November 2014

On this date there were 118 city and country travel risk alerts across ten risk categories including critical, warning and information risk content. It seems the business traveller community significantly underestimates the potential and actual risks when travelling.

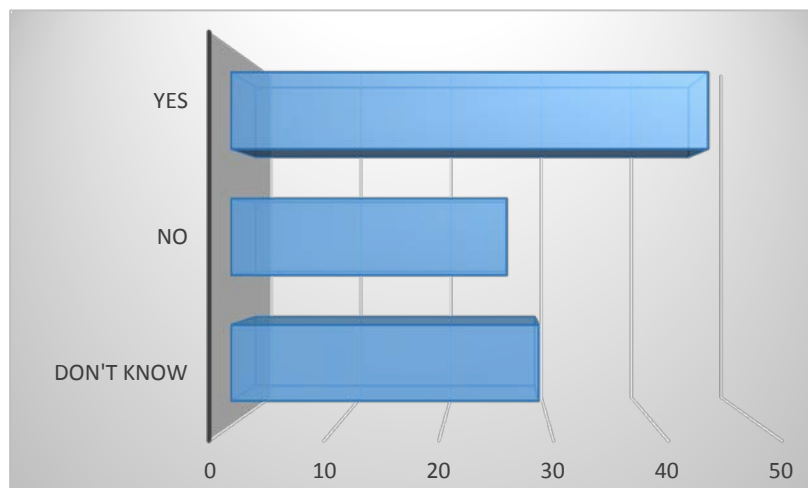
Survey structure

Survey details

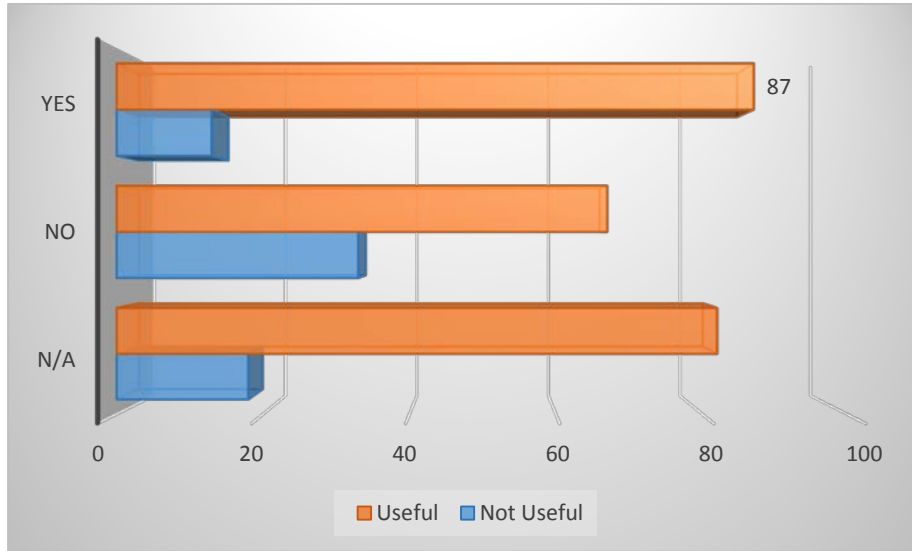
Survey date	November 2014
Invited, registered users	1992
Average number of trips (previous 3 months)	1.9
Gender	Male 64%; Female 36%
Respondents	93
Distribution	North America 34% Europe 61% Rest of World 5%
Top 5 TMC's used by the survey respondents (79%)	American Express CWT HRG FCm Omega Executive Travel
Mobile operating systems	Android: 68% iOS: 22% BB: 10%

Responses

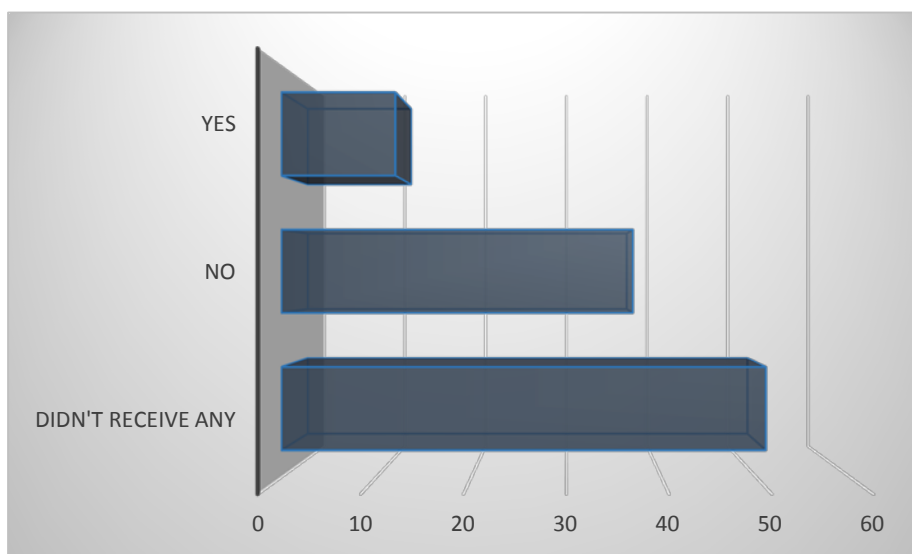
Q.1 Does your company have a travel risk policy?



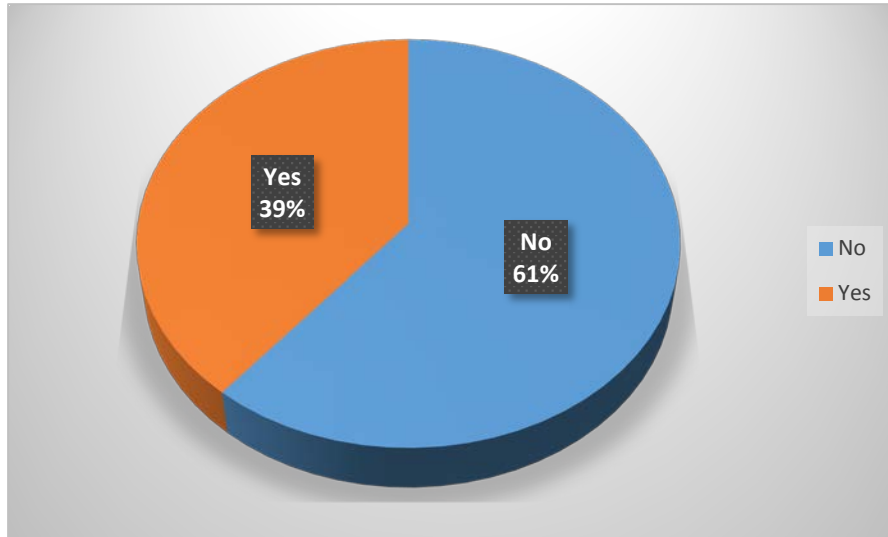
Q.2 On your recent trip did you receive any travel risk trip briefing information before you commenced your trip and was it useful?



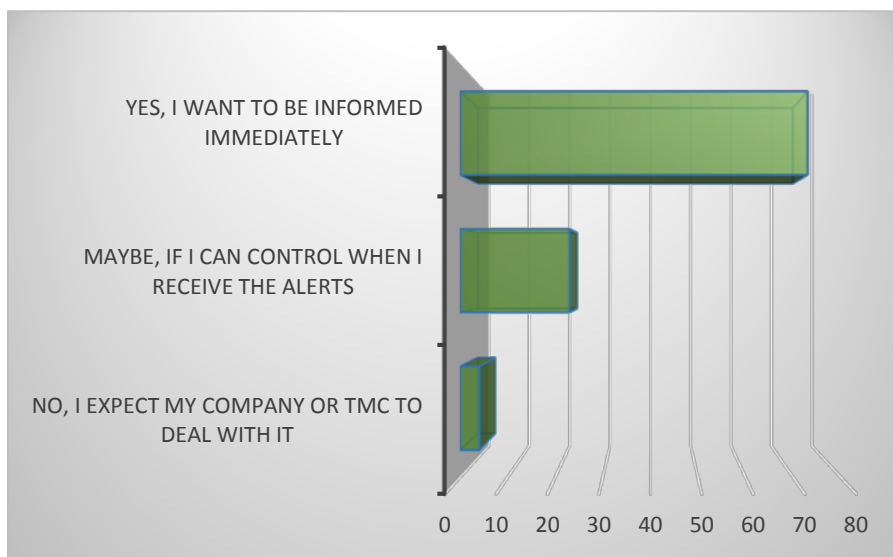
Q.3 If you did was there a current risk assessment for your destination?



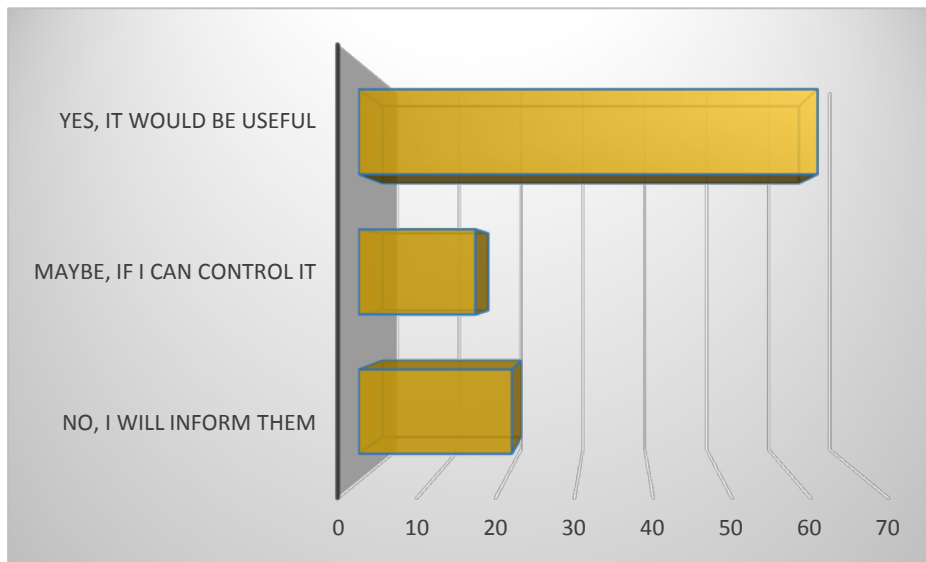
Q4. Does your company or travel agency update you whilst on your trip of any changes in travel risk for your location?



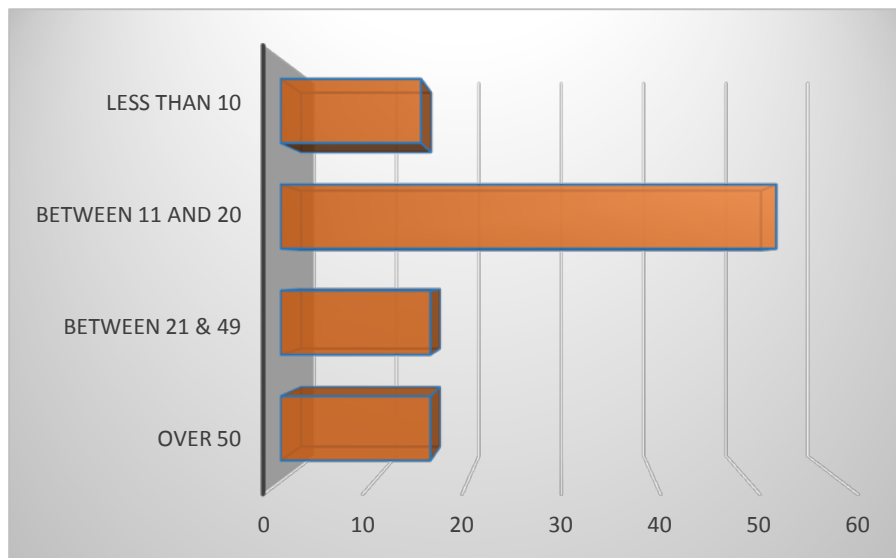
Q5. Would you like to be alerted to any likely risks that might affect your trip?



Q6. Would you find it useful for your company to be able to locate you automatically during an emergency?



Q7. How many countries in the world do you think have a current security alert in place?





About Mantic Point

Mantic Point provides white label integrated itinerary management services to the travel industry. It supports travel management companies (TMCs) and travel agents to deliver a seamless post booking experience to their corporate clients, travel bookers and individual travellers. Founded in 2004, Mantic Point is a privately held company headquartered in Leeds, UK.

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