



Travel Risk Management (ISO 31030) Course: Duty of Care for Business Travellers and Assignees

9 – 13 November 2026

Amsterdam - Zuidas business district hotel



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Introduction:

Travel risk management ISO 31030 and duty of care for business travellers and assignees is a 5-day course for HSE, security, HR and travel managers, ending with a Travel Risk Management Plan and Traveller Incident Response Procedure. Organisations sending staff abroad or to remote project sites often approve trips without a destination rating, cannot locate travellers when an incident breaks and find assistance gaps only during a medical emergency. Nominees already oversee travelling or deployed staff and work through case studies on itineraries, destination briefs and incident logs. CoreConcept Training Center delivers this travel risk management course.

Course Objectives:

- Structure a travel risk policy and programme against the ISO 31030 guidance, with defined roles, risk appetite and approval authority
- Rate destinations and itineraries for security, health, environmental and transport hazards and set matching control levels
- Operate pre-travel approval, traveller profiling and briefing so that each trip receives controls proportionate to its rating
- Run traveller tracking, check-in and communication arrangements that locate staff within agreed times during an incident
- Coordinate medical and security assistance providers, insurers and line managers through incident, shelter-in-place and evacuation decisions
- Monitor travel risk performance, review incidents and report programme effectiveness to senior management

Target Audience:

- Managers responsible for HSE arrangements covering staff who travel or work at remote project sites
 - Managers accountable for corporate security support to travelling and deployed personnel
 - HR managers responsible for the wellbeing of business travellers, rotational workers and assignees
 - Travel managers who own booking channels, travel policy and supplier arrangements
 - Project and operations managers who mobilise teams to field locations and remote camps
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Course Outline:

Day 1: Duty of Care and the Travel Risk Landscape

- Duty of Care Principles for Employers of Travelling Staff
- Traveller Population Segmentation by Trip Type and Profile
- Travel Incident Typology Covering Security, Health and Transport
- Current Travel Risk Arrangements Gap Assessment Checklist
- Travel Risk Stakeholder Map Across HSE, HR and Security

Day 2: ISO 31030 Guidance and Programme Architecture

- ISO 31030 Travel Risk Policy Structure and Scope Statement
- Travel Risk Governance Roles, Accountabilities and Approval Authority
- Destination Risk Rating Scale and Control Level Matrix
- Travel Risk Appetite Statement and Escalation Thresholds
- Assistance Provider and Travel Insurance Coverage Mapping

Day 3: Pre-Travel Controls and Traveller Readiness

- Trip Risk Assessment Form for High-Rated Destinations
- Pre-Travel Approval Workflow Linked to Destination Ratings
- Traveller Vulnerability Profiling and Reasonable Adjustment Planning
- Destination Briefing Pack and Pre-Departure Awareness Session
- Fitness to Travel, Vaccination and Medical Kit Checklist

Day 4: Tracking, Assistance and Incident Response

- Traveller Tracking Data Flows and Proof of Life Check-Ins
- Incident Notification Cascade and Travel Crisis Team Activation
- Medical Evacuation Decision Criteria with Assistance Providers
- Shelter-in-Place, Relocation and Evacuation Trigger Points
- Remote Project Site Journey Management and Convoy Approval

Day 5: Case Study and Travel Risk Management Plan

- Case Organisation Traveller Profile and Destination Rating Exercise
 - Case Pre-Travel Approval and Briefing Decisions Defence
 - Case Medical Emergency and Evacuation Response Walkthrough
 - Travel Risk Performance Indicators and Incident Review Log
 - Travel Risk Management Plan and Response Procedure Completion
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Skills You Will Gain:

- Destination Risk Rating
- Trip Risk Assessment
- Traveller Tracking Coordination
- Assistance Provider Management
- Evacuation Decision Making
- Travel Crisis Team Leadership
- Travel Risk Governance
- Post-Incident Review

Why Attend This Course:

- Deliver a Travel Risk Management Plan and Traveller Incident Response Procedure to the HSE director and HR lead for adoption
- Decide which trips need extra approval, briefing, escorts or tracking based on a defensible destination rating
- Avoid untracked travellers, delayed medical evacuations and uninsured gaps that expose staff and the organisation
- Coach line managers, travel bookers and travellers with the rating matrix, briefing pack and check-in routine

Conclusion:

Back at work, the participant presents the Travel Risk Management Plan and Traveller Incident Response Procedure to the HSE director, the head of HR, security and the travel manager. Management uses it to adopt destination ratings, approval levels, tracking rules and assistance arrangements before the next high-rated trip or site mobilisation. After the first real incident or exercise handled under the plan, the travel crisis team should review response times, traveller contact rates and assistance performance, then adjust ratings, triggers and briefings that fell short.

Frequently Asked Questions FAQ:

What should participants know before a travel risk management ISO 31030 and duty of care course?

Participants should already oversee staff who travel abroad or work at remote sites, from an HSE, security, HR or travel role. Bringing an anonymised travel policy, recent itineraries or an incident summary helps during the case study work.

How does travel risk management ISO 31030 differ from business travel administration or close protection courses?

Travel administration courses focus on booking, budgets and itineraries, and close protection courses on guarding one principal. This course designs the organisation-wide travel risk programme: destination ratings, approvals, tracking, assistance and evacuation for every travelling employee and assignee.

Why do destination risk ratings matter in travel risk management and duty of care?

Destination ratings let the organisation apply controls in proportion to the hazard. A low-rated city trip needs standard briefing, while a high-rated location may need senior approval, tracking, local support and an evacuation plan, so effort goes where travellers face most harm.

What do participants take back from the travel risk management ISO 31030 and duty of care course?

Participants return with a Travel Risk Management Plan and Traveller Incident Response Procedure for a case organisation, including a destination rating matrix, approval workflow, tracking routine, assistance map and evacuation triggers, ready to adapt to their own organisation.
