

# **Crisis Averted: Closing the gap on travel risk**

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**Chair, GBTA US Risk Committee**

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**Safety.**



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Chair, GBTA U.S. Risk Committee

ISO TAG 262 – Risk Management





## How familiar are you with the ISO 31030?

It is practically on my nightstand.

0%

I know enough to nod knowingly at meetings.

0%

I've heard of it... does that count?

0%

Please... not another ISO!!!

0%



ICS > 03 > 03.100 > 03.100.01

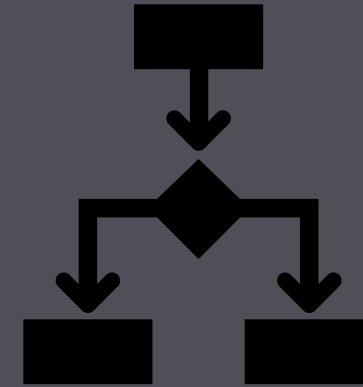
## ISO 31030:2021

Travel risk management — Guidance for organizations

“Aiming to promote a culture where travel related risk is taken seriously...”



## Duty of care



## Travel risk management

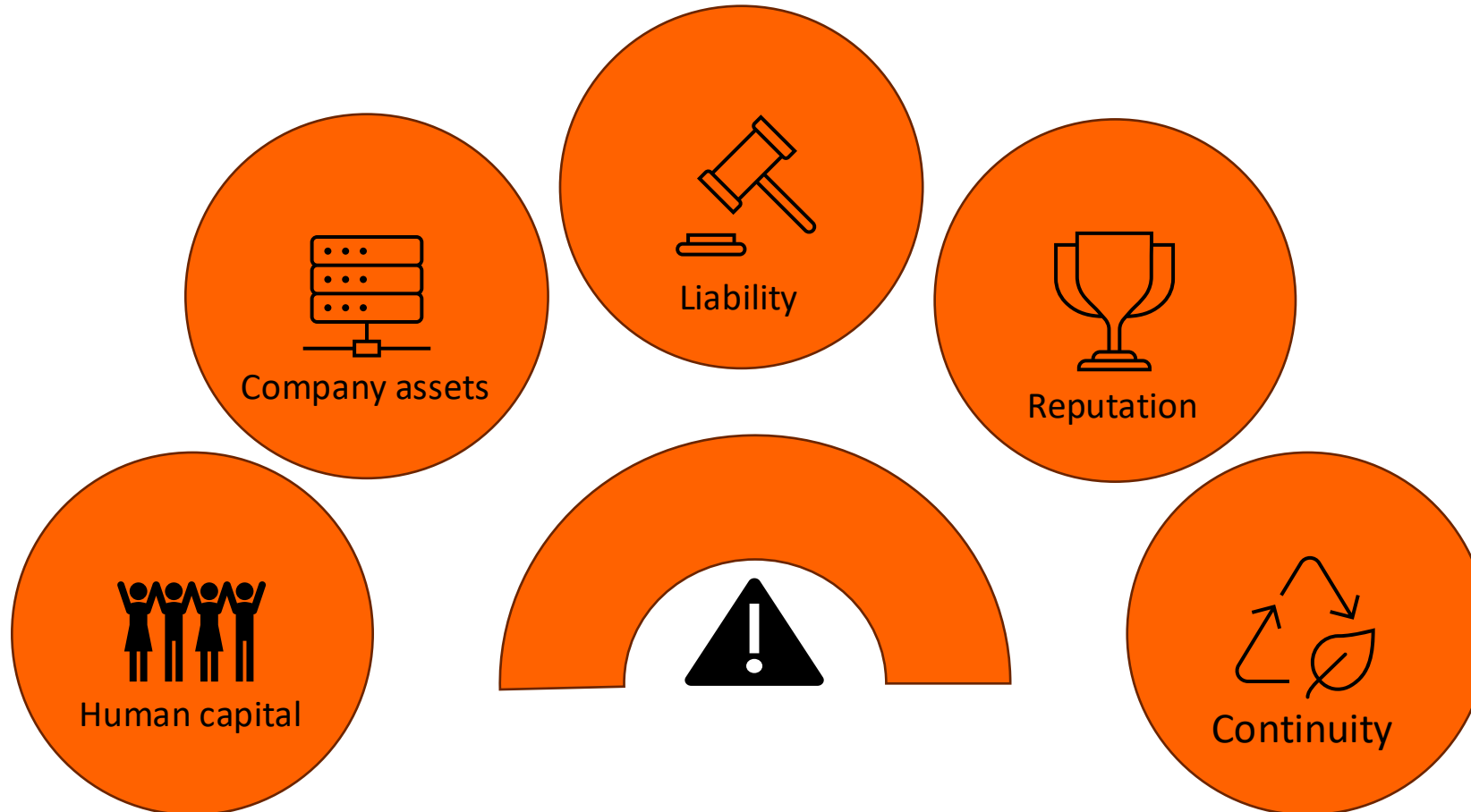
**71%**

of travelers reported concerns about geopolitical threats, such as war, terrorism, or international tensions

**75%**

of travelers indicated they would decline a business trip if they felt their company didn't prioritize their safety and well-being.

# What is your program protecting?



## Travel risk comes in many forms:

- Epidemic
- Injury
- Plane Crash
- Car Accident
- Crime & Theft
- Natural Disasters
- Civil Unrest
- Terrorism
- War
- Medical
- Strikes
- Imprisonment



# Grey zones of travel risk

**27%**

considerations  
For LGBTQ+ Travelers

**36%**

considerations for female  
travelers

**23%**

considerations for travelers  
with disabilities

**18%**

considerations for  
neurodivergent travelers

**23%**

considerations for older  
travelers

# Hawaii Wildfires Death Toll in Maui Inferno Reaches 89

Gov. Josh Green of Hawaii said the number would likely increase as search efforts proceeded in Lahaina, a town devastated by flames. It is now the deadliest wildfire in Hawaii in more than 100 years.

# THE NEW REPUBLIC



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## Airline Close Calls?

### No easy way out for tens of thousands looking to leave Gulf amid Iran conflict

By Federico Maccioni, Lucy Craymer and Rachna Uppal

March 3, 2026 10:56 AM MST · Updated March 3, 2026



## ...ects in 2024 ...l attack that killed

# 149 people

**Legal risk**





## Identify the turning point where the crisis could have been averted in this scenario:

The employee's use of marijuana

0%

The employer not having travel insurance.

0%

The employee retaining counsel recommended by fellow prisoner.

0%

The employer not advising the traveler prior to departure how to obtain assistance during the trip.

0%

# Medical risk





## Identify the turning point where the crisis could have been averted in this scenario:

Employee not wearing using a mosquito net.

0%

Employer not advising traveler about malaria risk and precautions.

0%

Employer not requiring traveler to use malaria prophylactic.

0%

Traveler walking to meetings instead of taking taxi, increasing mosquito exposure.

0%

A black and white photograph of a person's torso and arms. They are wearing a white long-sleeved shirt and a dark tie. Their hands are bound behind their back with thick, light-colored rope. The text 'K&R Risk' is overlaid in the center in a bold, black, sans-serif font. An orange diagonal bar is visible in the bottom-left corner.

# K&R Risk

## Join the Vevox session

Go to **vevox.app**

Enter the session ID: **101-433-380**

Or scan the QR code



## Statement on fabricated social media videos

We are aware of a video circulating on social media depicting an Emirates plane crash. Emirates confirms it is fabricated content and untrue.

We are in contact with the various social media platforms to remove the video or make clear that it is digitally created footage to avoid false and alarming information from circulating. Unfortunately the platforms' responses to such content review requests are not quick enough, therefore necessitating this statement.

Safety is core to Emirates' brand and operations, and we regard such matters with utmost seriousness. We urge all audiences to always check and refer to official sources.

A large Emirates Airbus A380-800 aircraft is shown in flight against a clear blue sky. The aircraft is white with gold and red accents, including the Emirates logo on the fuselage and the engine cowling. The tail fin is partially visible, showing the red and white stripes. The aircraft is angled upwards, and the landing gear is visible. A large orange diagonal graphic element is present on the left side of the image.

# riven nformation



## Identify the turning point where the crisis could have been averted in this scenario:

When the AI-generated video first began circulating online but the company chose not to immediately address it publicly. 0%

When the video began gaining traction across social media platforms. 0%

When journalists and bloggers started questioning whether the footage showed a real incident. 0%

When customers started contacting Emirates and TMC's to inquire about the incident. 0%



# Assess program

# Communication



# Tabletop Exercises



# GBTA TRM Toolkit



## Travel Risk Management Toolkit

### Using This Toolkit

GBTA's Travel Risk Management Toolkit is structured into modules that align with ISO 31030:2021 – Travel Risk Management guidance for organizations. Each module includes a detailed overview and a practical checklist of key considerations, catering to both professionals managing corporate travel and individual travelers. We recommend navigating this toolkit at your convenience but for best results, please access this on a desktop computer. This structured approach ensures you have the necessary tools and insights to manage travel risks effectively and enhance the safety and well-being of travelers.

Toolkit Overview	Module 1: Communications	Module 2: Accommodations
Module 3: Information Security	Module 4: Medical and Health	Module 5: Location Awareness
Module 6: Insurance	Module 7: Travel Risk Assessment	Module 8: Meetings
Module 9: Kidnap and Ransom	Module 10: Transportation	Module 11: High Risk Travel
Module 12: Evacuation Planning	Module 13: Data and Reporting	Module 14: Travel Tips and Resources



# GBTA TRM Supplier Capabilities Survey

## GBTA TRM Supplier Capabilities Survey

As part of support for the ISO 31030:2021 Travel Risk Management – Guidance for Organizations, the GBTA Risk Committee is relaunching its TRM Supplier Capabilities Survey. This project maps Allied member capabilities against seven key sections and 19 specific guidance areas of the ISO 31030 guidance.

The TRM Supplier Survey helps identify how suppliers can support the implementation of ISO 31030 within a travel risk management program. More importantly, it enables Travel Buyers to pinpoint specific capabilities of individual TRM suppliers, helping identify potential gaps with current providers or highlight which suppliers can fill critical needs.

The Risk Committee invites all Allied members offering TRM products and/or services to participate. Each submission is reviewed by independent GBTA TRM Survey Reviewers, who evaluate the responses and supporting evidence to determine whether each capability is met. In many cases, reviewers also follow up with suppliers to clarify submissions or request additional documentation.

We welcome new suppliers who wish to be added to the matrix, as well as existing participants who would like to validate or update their capabilities. If you're interested, please contact [trm@gbta.org](mailto:trm@gbta.org) to learn more or begin the process.



Supplier Capabilities	Capability Description	ISO 31030 Ref.	BCD Travel	CTM	Crisis24	Falck	Healix Int'l	International SOS	JTB Business Travel	Malden-Voyage	Riskline	Safeture AB
Understanding the Organization & Context	Consulting services offered to support strategic organizational risk assessment and program development.	4	•		•		•	•				
Operating Context	Analyze the external and internal context in which the organization operates to direct and achieve the designated travel objectives	4.1										
Stakeholders	Identification and mapping of the internal and external stakeholders that are relevant to a travel risk management programme	4.2										
Travelling Population	Review of different types of traveler's profiles with regards to factors such as race, competencies, nationality, cultural identity, gender, sexual orientation, age, occupation, position, disability, or medical history	4.3										
Business Objectives, Risk Appetite & Criteria	Consider the level of risk the organization is prepared to accept to meet its business objectives within its risk appetite	4.4										
Travel Risk Management & Delivery	Analyze the nature and scale of an organization's travel risk ensuring that the appropriate amount of support and guidance is provided to include policy, procedures, cost benefit analysis, etc.	4.5										
Managing Travel Risk Program	Consulting services offered to support operational program development	5										

Questions?



**Christine Connolley**

**Thank you!**

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