



Vulnerable Business Travellers

Information and advice for female, gender & sexual diversity and disabled business travellers

Abstract	03
Section 1: The risk overview	04
The security, risk and business continuity view	05
The executive view	06
The employee view	07
Section 2: Female travellers	08
Intro from Carolyn Pearson	09
Travel advice	10
Case study: example trip to Egypt	13
Section 3: Gender and sexual diversity travellers	15
Intro from Ed Salvato	16
Travel advice	17
Case Study: Senior VP in Turkey	21
Section 4: Disabled travellers	22
Intro from Rob Crossan	23
Travel advice	24
Section 5: Drum Cussac	26
How we can protect your vulnerable travellers	27
Other Drum Cussac services	28

Abstract

Thanks to globalisation, international business travel has become an everyday occurrence for many organisations. Yet, this freedom of movement masks the cultural, legal and infrastructural challenges faced by certain, vulnerable groups of traveller - including female travellers, the gender and sexual diversity community and those with a disability.

When you think of business travel safety your mind probably goes straight to overcoming challenges such as a cancelled flight, avoiding a political rally or even something more extreme like terrorism. Yet for certain groups of travellers, it's the culture of a region that poses the biggest and most complex challenges.

As the number of female and gender and sexual diversity business travellers continues to grow, it's essential that your organisation understands the unique challenges faced by vulnerable travellers in order to fulfil your duty of care obligations.

Our team of experts are responsible for ensuring the safety of more than 15 million lives each day and possess decades of experience between them. By working with you as partners, we can help to proactively mitigate risks before they impact your people or your organisation.

We've written this travel advice guide to help you prepare your vulnerable travellers, ensure they successfully navigate their way through any overseas trips and return home safely. This guide will help you to:

- **Better identify the challenges faced by vulnerable business travellers**
- **Provide travel advice to female, gender and sexual diversity and disabled travellers**
- **Meet your duty of care obligations**
- **Understand how Drum Cussac can ensure the safety of your people**



Section one

The risk overview

The security, risk and business continuity view

Business-as-usual depends on those responsible for organisational security, risk mitigation and business continuity ensuring the safety of employees and minimising operational impacts. However, as business travel and flexible working increases, it can be a challenge keeping track of employees and ensuring their well-being.

An organisation's most vulnerable travellers require more support due to the unique challenges they face when abroad. The necessary infrastructure may be lacking for those with a physical disability, female travellers may receive unwanted attention and the gender and sexual diversity community could face jail simply for being themselves.

An added layer of complexity arises when it comes to identifying who exactly is at risk. Employees may feel unable to or uncomfortable identifying and behaving at work as they do in private, which means that you may not even realise that travellers are vulnerable.

However, 'lack of awareness' doesn't cut it when challenges so clearly persist. A recent survey from the Global Business Travel Association (GBTA) found that more than 70% of respondents believe female business travellers face higher risks, while more than 70 countries enforce anti-gay and anti-transgender laws.

This puts the impetus squarely on security and risk teams to adequately prepare and support vulnerable travellers before and during travel to ensure each business trip is a success.

This guide will:

- **Help you to inform colleagues of the risks they may face abroad**
- **Provide safe travel advice to vulnerable travellers and minimise risks**
- **Support you in fulfilling your duty of care obligations**

Contact Drum Cussac today for your free risk consultation and ensure the safety of your travellers:

t: +44 (0) 203 873 1362

e: info@drum-cussac.com

The executive and c-suite view

As your organisation grows, you need to overcome the challenges that present themselves in order to ensure success. With regional cultures potentially posing as many difficulties for your travellers as security issues, it's important for the c-suite to understand the business case for effectively mitigating the risks their vulnerable travellers face.

Ensuring the safety of your employees when they travel for business should be paramount. The potential impact of not fulfilling your duty of care responsibilities can be severe and wide-ranging, impacting an organisation's finances, operational capability and reputation.

The reputational impact of not protecting your organisation's vulnerable travellers can have long-term impacts, especially in an age when digital media prevents any story from ever truly disappearing. Consumers can be turned off by perceived attitudes of discrimination and vote with their feet, impacting profits. Likewise, suppliers and supply chain partners may feel an impact through association and cut ties to cover themselves.

Financial impacts can arise from a reduced operational capacity - if you're unable to send your top closer to a particular region simply because he or she may be discriminated against, then this will hit your bottom line. The impact of potential lawsuits can also loom large in the wake of duty of care failure or perceived discrimination.

Global and regional disparities in attitudes to female and disabled travellers as well as members of the gender and sexual diversity community can prove challenging for organisations with a more Westernised outlook. So it's essential that the entire organisation is fully invested in ensuring the safety of its most vulnerable travellers.

This guide will help executives and the c-suite:

- **Ensure the safety of vulnerable travellers**
- **Fulfil duty of care obligations**
- **Minimise the likelihood of organisational impacts**

The employee view

Employees are the most valuable asset an organisation possesses. Without its workforce, an organisation can't function properly, so maintaining the safety of employees is key. However, differing cultures, laws and attitudes can make global travel a challenging or even frightening prospect for some employees, so it's essential that they know how to stay safe when travelling on the organisation's behalf.

Having the correct policies and procedures in place is important if your organisation requires employees to travel for work. But what if the cultural and legal norms of their destination differ to those experienced at home?

Attitudes can change from the national to the regional and personal level, which makes employee education a challenge. What may be acceptable or tolerated in major cities such as St Petersburg, may not be tolerated in other parts of Russia - but without knowing this, travellers may inadvertently put themselves at risk without realising.

Concessions may need to be made if employees are travelling to regions where they are more likely to be attacked, arrested or persecuted for their lifestyle or the way they were born. Asking individuals to act or behave in a certain way may not be ideal, but it can go a long way in minimising potential travel risks.

This guide will help vulnerable employees:

- **Better understand the potential risks they face when travelling for business**
- **Stay safe overseas with easy-to-follow practical tips**
- **Raise awareness internally of the risk mitigations needed for business travel**



Section two

Female travellers

// Is it sexist to provide additional, specific safety advice for female and not male travellers? Of course not. There are certain key areas where women differ from men and these need to be taken in account when sending female employees on work trips.

An obvious example would be that women can experience medical conditions that men cannot, for example a female traveller who is pregnant will need to be informed pre-trip if an area is at risk of the Zika virus.

Female travellers are also at more risk of sexual assault or harassment than men, especially in certain regions of the world. In a survey we carried out at Maiden Voyage, we found that almost one in four female travellers had suffered a negative incident when travelling on business, half of these were related to sexual harassment. Such a high figure highlights how necessary it is for organisations to provide additional support for female travellers. How can one expect a business trip to be a success if an employee is looking over her shoulder the entire time she is away?

Unfortunately, the world we live in is not an equal place, even in countries like the UK or United States, women can still be found at a disadvantage. Expectation management is an essential pre-trip requirement for female travellers, especially if they are heading to

regions where cultural restrictions apply, such as dress codes or behavioural adaptations. This also applies to regions that impose legal restrictions against women too, such as in the Middle East.

It is so important to communicate these daily differences ahead of travelling, as they can severely impact travellers who head abroad unaware of the challenges they face.

All of this falls within an organisation's Duty of Care obligations and as the number of women in senior positions - who need to travel - increases, there is a growing awareness from travellers that they know they need this support but aren't getting it.

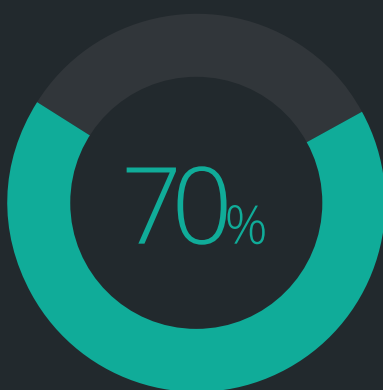
In far too many organisations there is a lack of leadership in addressing the specific needs of female and other vulnerable travellers. The impetus lies on organisations to brief and educate their travellers as to the potential risks they face in order to encourage a prosperous and productive trip."

Carolyn Pearson

CEO maiden-voyage.com LTD



Photo © Kevin Gibson photography



Of corporate travel buyers agree that female business travellers today face higher travel safety risks

Source: GBTA & WWStay

Travel advice for female travellers

While most women travel for business without difficulty, they may encounter challenges that vary by country and region.

It is important for both female travellers and those responsible for their safety to familiarise themselves with local laws and customs as this will help in reducing the risk of being targeted for crime. It may also prevent uncomfortable social situations and illegal action, especially in countries with very conservative social norms and practices.

Likewise, if travelling alone, female travellers should practice more caution as they can become the focus of unwanted attention, which can sometimes result in serious consequences.

Education plays a huge role in helping the whole organisation to understand the risks female travellers face in a particular destination, while post-travel feedback sessions or team meetings can flag up issues female travellers faced while abroad. These experiences can then be used to inform and refine your internal travel policies.

By proactively seeking to understand the issues faced by female - particularly solo female - business travellers, organisations can start to implement policies that will ensure the safety of each of their travellers.

In this section you'll find in-depth and actionable travel advice to help keep your female travellers safe while abroad.

Carry on essentials...

When travelling, having certain items may help in an emergency situation. We recommend carrying the items below on your person at all times:



Mobile phone

(with emergency numbers pre-programmed)



Local currency

(in trousers/jacket pockets – separate from a purse/bag)



Whistle



Torch



Map of the local area



Photocopy of passport



Personal mini alarm

(recommended 120 dB +)



Hotel/embassy address

(in local language)

Security

- Be aware that you may be stared at if travelling alone
- Act confidently at all times and ignore suggestive comments where possible
- Be firm yet polite when dealing with unwelcome approaches
- Always tell a colleague/friend where you are going and an expected time of return
- If possible travel with friends/colleagues
- Do not accept drinks from strangers/do not leave drinks unattended
- If after one or two drinks you feel strange/drunken tell a trusted person
- When paying for items do not show a purse/wallet full of money
- If you feel uncomfortable or in danger, draw the attention of someone – look at him or her directly, when asking for assistance
- Leave a photocopy of all cashpoint cards/ID/Passport at home
- If possible use cashpoints in hotels. If using a street cashpoint, do so during daylight and in the company of friend/colleagues
- Avoid walking through isolated areas at any time of the day

67% of women feel unsafe when travelling

Source: GBTA & WWStay

Location

- Research the local laws and customs of the area being visited
- Note areas to avoid such as slums/poor areas
- Do not tell strangers where you are staying or any travel/business plans

Hotel/Accommodation

- Always lock the door when inside your room
- Use the spy-hole/chain to check who is at the door before opening it
- Where possible do not leave your room key at reception
- Do not leave your room key where someone can note the room number
- Do not leave the window open if on the ground floor or the room has a balcony
- Consider the use of a door wedge/alarm
- Keep a spare photocopy of your Passport in your hotel room; especially if the hotel retains your passport on arrival
- Lock valuables away in a safe if available or in your suitcase/bag
- Be aware that criminals congregate in hotel lobbies/meeting areas

Dress

- Be aware of local attitudes towards women
- Consider dressing conservatively, especially in countries with strict social norms
- If possible do not wear very high heels

Jewellery

- Do not wear expensive jewellery/watches
- Consider wearing a wedding ring – even if single
- Don't take items that you wouldn't be prepared to lose/hand over during a robbery

Transport

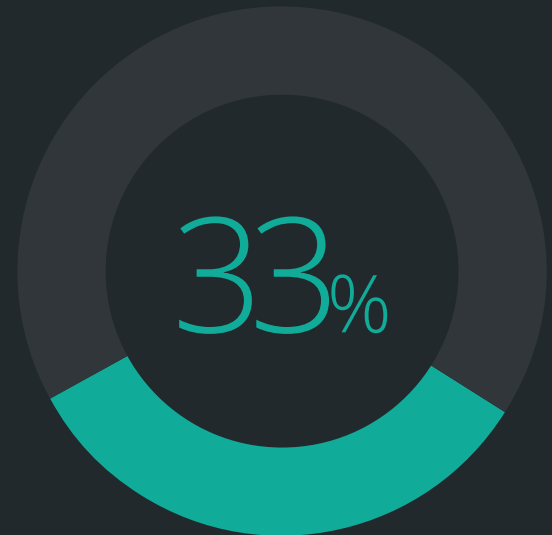
- Use organised or recommended transport
- Get dropped off directly outside the entrance to buildings or as close as possible
- Avoid travelling on public transport after dark without a known male companion
- Be prepared to ask a trusted companion to accompany you to your car/taxi

Medication

- Some countries require a medical certificate for certain prescribed medication
- Take enough medication to last the whole trip plus at least two spare days in case of delay

High Risk Situations

- Entering or leaving the residence or workplace
- Entering vehicles in parking areas or on the street
- Travelling in high-risk areas or isolated areas; especially at night
- When dealing with money at cashpoints or shopping
- Remember, If you think something is wrong, it generally is - trust your instincts



33% of women have experienced sexual harassment while travelling solo for work

Source: Maiden Voyage

Ensure the safety of your female travellers with Drum Cussac. Talk to one of our experts today:
t: +44 (0) 203 873 1362
e: info@drum-cussac.com

Case study: Female travellers in Egypt



Situation

A client wanted to send a female employee to Egypt on business, but was unsure of the extent of the risks. Our experts provided information about the potential challenges along with in-depth travel advice to keep her safe.

Challenges

Egypt has a bad reputation for sexual harassment. For the most part, this comes in the form of exhaustive cat-calling, declarations of love, leering or following down the street and can stretch to minor groping in crowds or closed-in spaces such as buses or taxis.

Recommendations

Clothing

- Dress modestly, covering shoulders, cleavage and knees to help deflect unwanted attention. This can also encourage more interactions with local women
- Carry a scarf to cover your head inside mosques

Interacting with locals

- Egyptians are very family-orientated so expect lots of questions about your marital status and number of children. If you're single and childless expect questions about why this is. To preserve your sanity, it can be easier to make up a 'husband' and 'child' back home
- Not every man who strikes up a conversation is out to get you - Egyptians tend to be very open to talking to strangers
- Keep your distance. Even innocent, friendly talk can be misconstrued as flirtation, as can any physical contact
- If you need directions or help, ask a woman first

Venues and transport

- Don't go to local bars unaccompanied
- Some coffeehouses are strictly men-only. Check out the scene before sitting down
- If you enter a hotel/restaurant and the atmosphere feels leery, just leave
- Never sit in the front passenger seat of taxis, serves or minibuses

25% of women don't feel comfortable travelling alone

Source: Capita Travel

Dealing with harassment

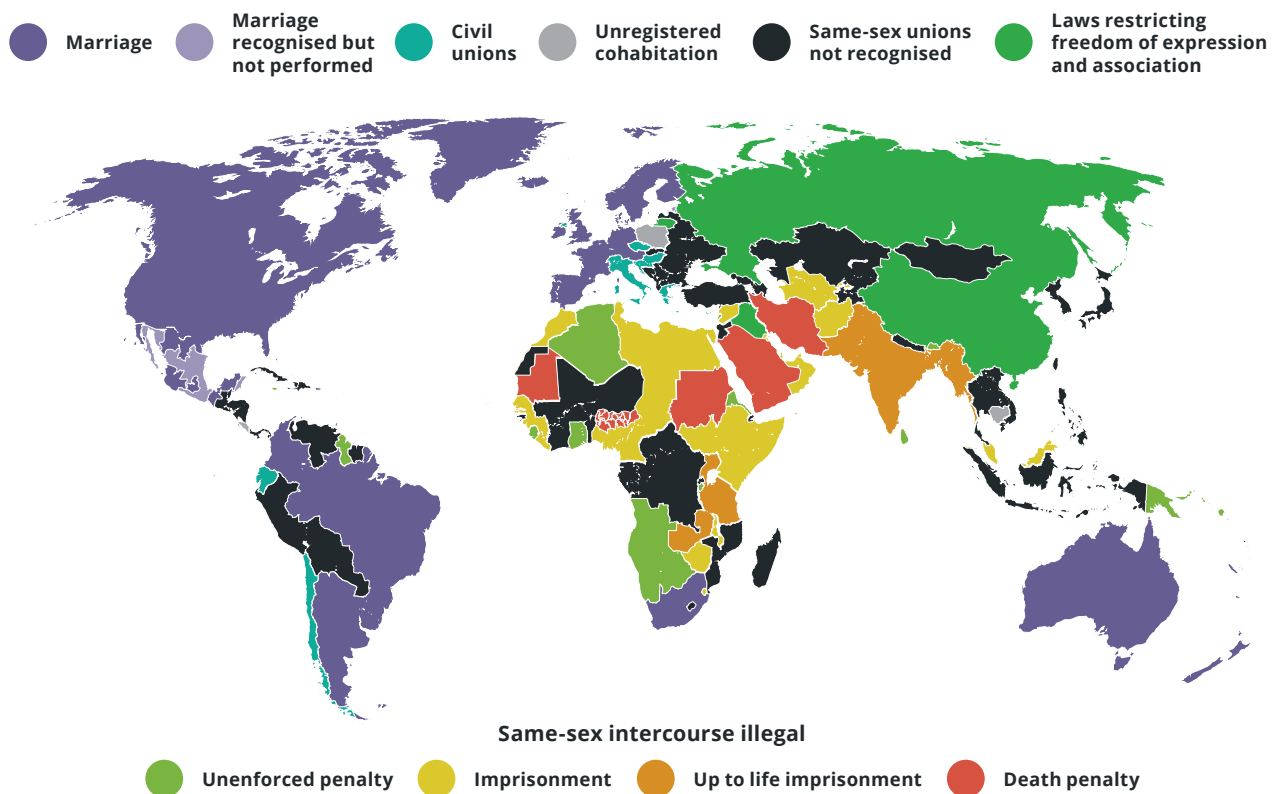
- Ignore verbal harassment and act confidently. Cat-callers won't persist if you act like you haven't noticed them and persistent harassers tend to target those who look out of their depth
- For serious encounters and instances of physical contact, don't be afraid to create a scene. Saying 'haraam aleik!' or 'ayb aleik!' (Both mean 'shame on you!') Or the simpler 'imshi!' ('Go away!') is usually enough to stop most harassers. Don't hesitate to ask for help. Most Egyptians are hugely embarrassed and ashamed of the harassment problem their country has, and bystanders will usually jump to your aid if prompted
- The evenings of Eid al-Fitr (the holiday at the end of Ramadan) seem to be an excuse for groups of young men to roam the streets harassing women. If you're in Luxor, Cairo or Alexandria at this time, it can be best to stay off the street after nightfall
- Report any harassment to HarassMap (www.harassmap.org). This NGO documents incidents in order to break the stereotypes that surround sexual harassment in Egypt
- A wedding ring can help, but it's more effective if your 'husband' (any male travel companion) is present
- Avoid crowds where testosterone is high: street protests, post-football match celebrations and the like
- Text incidents to HarassMap on 0106 987 0900



Section three

Gender and sexual diversity travellers

Worldwide laws regarding same-sex intercourse and freedom of expression and association



“ As travellers seeking vacation getaways, we get to decide where we go. Business travellers often don’t have any choice where they are sent on behalf of their companies. For LGBTQ and gender and sexual diversity business travellers, there are additional concerns about safety and acceptance that many non-LGBTQ business travellers don’t have to consider.

If the country where they are sent has laws that criminalizes homosexuality, will they be safe? Do they feel safe ‘outing’ themselves to their employer in order to bring up their concerns?

Organizations must consider these concerns for the safety of their employee and for any organizational or legal issues that may blow back to them. Just like an organization has to consider the physical safety of their employees in their building or walking across a parking lot, they must be aware of hazards that some of their employees may encounter that fall outside the typical concerns (and outside the typical heteronormative framework through which they view the rest of the world).”

Ed Salvato

LGBTQ Travel Expert and Editor in Chief,
ManAboutWorld



Travel advice for gender and sexual diversity travellers

Gender and sexual diversity travellers should find the majority of western countries to be tolerant and accepting when travelling for business. However this doesn't mean that travellers should forgo researching the area they're travelling to.

In some countries, homosexuality, homosexual relations and/or issues of gender are illegal and can be subject to severe penalties. Likewise, in many countries, consensual same-sex sexual activity, public gatherings or dissemination of pro-gender and sexual diversity material may be illegal. It is important to remember that no matter your feelings on the matter, all travellers are subject to the laws of the country in which they travel.

A challenge for gender and sexual diversity travellers is that attitudes tend to change from the macro to the micro. While a country may have anti-homosexuality laws for example, it doesn't necessarily mean that every single person in-country agrees with them. In the same vein, you may encounter residents who oppose gender and sexual diversity lifestyle choices, despite living under more tolerant laws.

This adds a layer of complexity to travel that needs to be played by ear. It can be wise to avoid open or physical displays of affection if you're unsure of the prevailing attitude and how people will react.

Many of the precautions our experts recommend err on the side of caution. Remember, the smoothest trips tend to be those where travellers don't draw attention to themselves.

Before you go:

Research the destination

Familiarise yourself with the national and local laws as well as the customs of the country or region you are visiting. This will prove invaluable in making you aware of any laws, attitudes, restrictions or advice in place. The resources on p.20 will help you with this research.

Consult with your tour operator/travel agent

If your organisation uses a travel booker, agent or operator, they will be able to provide you with gender and sexual diversity information specific to your destination and visit. This will apply more to popular holiday destinations.

Use other resources

Consult guidebooks, online forums and enable email notifications (such as Google Alerts) that relate to your itinerary and destination.

Pack vital documents and information

Don't forget to take essential information with you. This can include a birth certificate, next of kin information and also contact information for your organisation, family, friends, points of contact in-country and any relevant embassies and local consulate details. Leave a copy of your itinerary with the relevant parties. If your organisation uses a people tracking solution, then ensure itineraries are uploaded to the system, so that everyone has access to it.

Update your passport

Transgender, gender diverse and gender fluid travellers may encounter issues with passports in less frequented areas, which can lead to difficulty with authorities. Please consult your government's policy on passport identity for transgender and gender minority travellers. It may also be worth contacting the embassy or consulate nearest to your destination as they will be able to provide more detailed information to assist you.

Purchase travel insurance

Travel insurance is recommended as it can cover your costs during emergencies, including in cases where medical evacuation may be required, and provide a welcome peace of mind. Some insurance companies have products specifically tailored to gender and sexual diversity travellers.

When in-country

Respect and obey local laws

You must obey the local laws in your country of travel, regardless of your personal values and opinions. Penalties for breaking these laws may be harsh or excessive so caution and prevention would be advised. Due to a lack of specific laws regarding same-sex and trans or intersex people in many legal systems, there may be arbitrary punishments or inconsistent enforcement.

Tolerance

Inconsistencies in the acceptance and tolerance of the gender and sexual diversity community can vary within a location. Even in countries

where same-sex relationships are legal, the difference in tolerance and values may vary greatly between urban and rural areas, as well as different groups of people. Take the same precautions you would at home and exercise discretion.

Speak to other gender and sexual diversity travellers while in the country about the safest locations for social activity and areas to avoid. Do not drink or take drugs to excess, or do anything to make you more vulnerable while travelling. Also, cases of drink-spiking have occurred in many places so travellers should take care in social situations and not leave any drinks unattended.

Avoid unwanted attention

Please be aware that in more conservative countries/areas you may attract unwanted attention, so keeping a low profile is advised. Dress appropriately and refrain from overt public displays of affection in order to prevent any unwanted negative attention. If you receive any unwanted remarks, attention, or hostility it is best to stay calm and ignore them. Note: In gender and sexual diversity-friendly countries, you may want to report any such activity to the authorities.

The trouble with language...

// The phrase 'LGBT rights' or 'gay rights' is very widely used in the West, but has a much more negative resonance in global south countries amongst others, which can cause issues for travellers. Personally, I think it is sort of misleading because the phrase supposes a special set of rights for LGBT people. And our detractors alight on this idea of 'special rights' and use that to negate us.

That of course is not the aim of the LGBT movement anywhere in the world - the aim has been the opposite: to be integrated into and included in the international human rights

system that applies to everyone. The phrase 'LGBT rights' and 'gay rights' emerged in marches and demonstrations and then became a media phrase. Despite their misleading quality, they do slip off the tongue easily.

In short, global and local advocacy is about the human rights of and for LGBT people, not a separate set of LGBT rights."

Aengus Carroll

Human rights author and Lead Researcher for the ILGA-RWI Global Attitudes Survey on Sexual, Gender and Sex Minorities



Social media awareness

Be aware of what you are posting on social media and any apps you may be using. We recommend that you increase your privacy settings and remain wary of any new found 'friends' you meet through forums or websites.

Entrapment campaigns

If you intend to meet other gender and sexual diversity people while abroad in unfriendly countries, please be aware that some right wing groups and authorities have carried out entrapment campaigns and events in order to arrest or extort gender and sexual diversity foreigners. This is also linked to social media awareness.

Avoid risky situations

Always consult country specific advice before and during a trip to stay aware of potential real-time risks. It is advisable to avoid any demonstrations, protests or events that may draw attention to yourself. Don't do anything you wouldn't do at home. For the most up-to-date local and regional information, Drum Cussac's RiskMonitor can keep you in the know with real-time risk alerts for nearby incidents.

Support

Contact your embassy or consulate

If any problems occur or you experience any inappropriate treatment or harassment, we highly recommended that you contact your local consulate or embassy. If you are arrested, immediately ask the police to notify your

national embassy. Contact information for embassies and consulates can be found via country-specific travel advice online.

Journey management and executive protection

If you or your organisation have concerns for your wellbeing due to differing legal rights in your destination, then it's worth considering making use of Drum Cussac's journey management and executive protection service. We can source in-country security officers as well as drivers and vehicles to provide protection throughout your trip. We'll also remotely manage, monitor and stay in contact with both the traveller and their parent organisation throughout the trip.

Risk alerts

To avoid potential threats, you need to know what's going on around you. Our RiskMonitor platform not only provides a huge database of global safety intelligence to travellers, but also sends near real-time risk alerts for incidents as they occur. You can tailor these alerts to specific regions, helping you to avoid potential threats and hazards, e.g. public gatherings, as they occur and develop.

Ask for help

For maximum travel safety, our Global Operations Centre can oversee your entire trip. We keep the GOC manned 24/7 so you can call us anytime from anywhere if you're in need of advice or support. Our team of crisis management and resolution experts have years of experience and should be your first port of call if you need help when abroad.



More than 1 in 3 LGBTQ+ travellers has experienced some form of discrimination while abroad

Source: Virgin Holidays



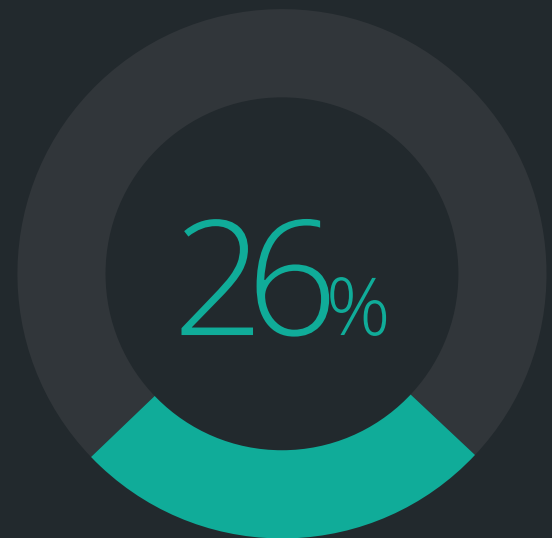
There are 72 countries worldwide where homosexuality is criminalised

Source: Stonewall

Additional gender and sexual diversity Travel Resources

For more information and advice for gender and sexual diversity travellers, we recommend the following resources:

- Government travel advice pages
- The **International Lesbian, Gay, Bisexual, Trans and Intersex Association** website provides an overview of LGBT rights worldwide
- An **ILGA Map** showing sexual orientation laws worldwide
- **International Gay and Lesbian Association** travel advice
- Travel advice for LGBT people **travelling in Europe**
- The Trans-equality **Global Database** on HIV-related travel and residence restrictions



of lesbian, gay and bi workers are not at all open to colleagues about their sexual orientation.

Source: Stonewall

Our intelligence team can provide travel advice for more than 200 countries and territories worldwide. Keep your travellers safe, contact: **info@drum-cussac.com**

Gender and sexual diversity travellers in Turkey



Situation

We were contacted in July 2017 and asked by a Security Manager of a well-known brand for our assistance and recommendations for his Senior Vice President, who wanted to travel to Turkey with his partner on holiday.

Challenges

Turkey is a complex country for gender and sexual diversity travellers. The Anatolian nation is the only Muslim country in the world where homosexuality is not illegal - and hasn't been since the republic was founded in 1858. However, gender and sexual diversity travellers don't have the same legal protection as non-gender and sexual diversity travellers, which means discretion is key.

Likewise, gender and sexual diversity travellers may also experience discrimination due to Turkey's generally conservative population, of which 78% do not accept Homosexuality compared to 9% that outright do.

Recommendations

Location

Our intelligence analysts recommended the town of Urgup in the historical region of Sota Cappadocia as the region is generally more open to gender and sexual diversity travellers and so travellers don't require Journey Management.

Accommodation

Tourist hotels in Turkey will not refuse or be concerned with same sex bookings of double rooms. Discretion should be taken in public however - holding hands probably won't get you into trouble except in rare cases, but you will get a few stares.

Events

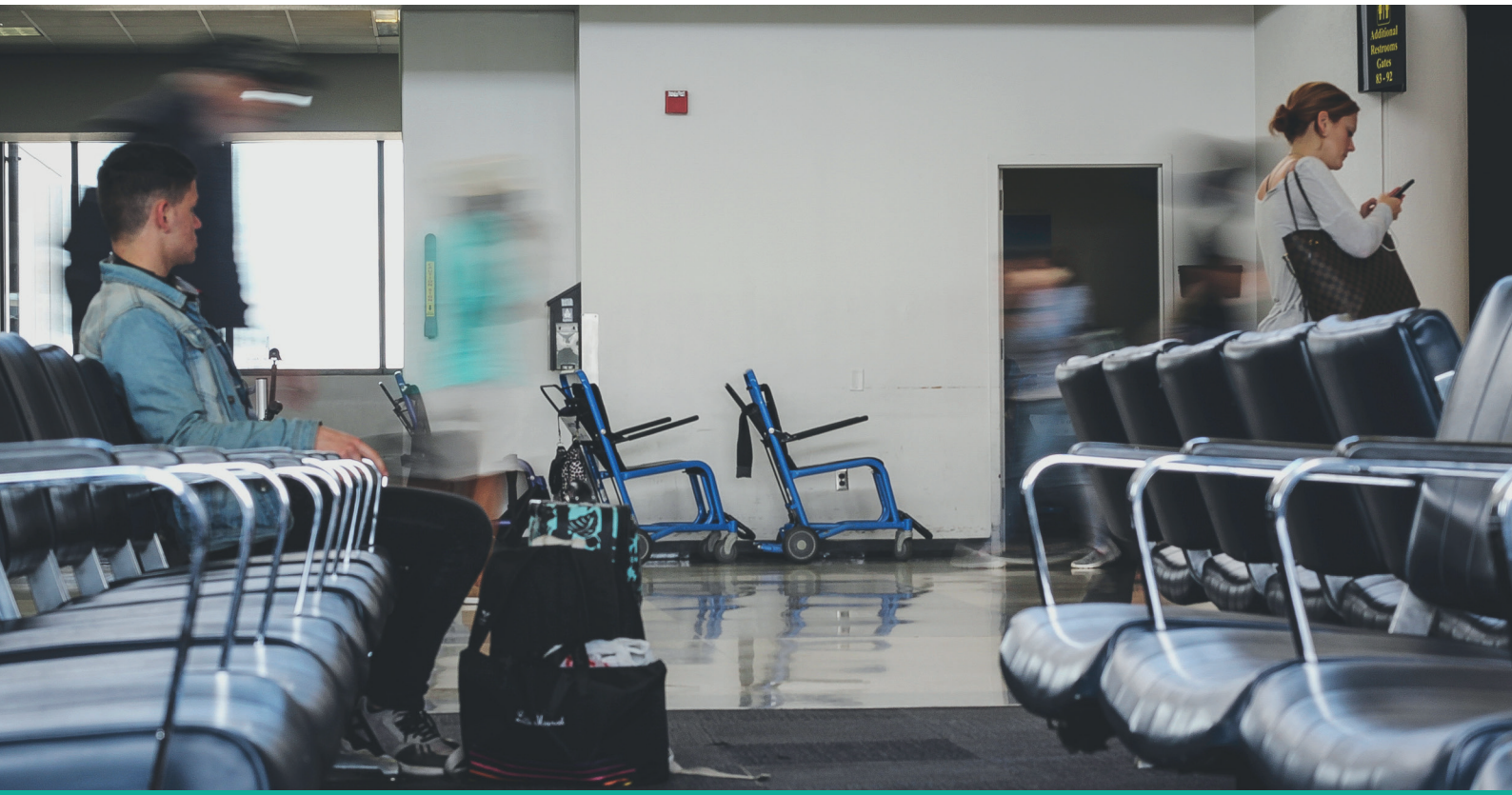
Gay pride parades have been banned in Istanbul for the last two years running. The governor's office claimed such events may cause animosity between different groups and endanger "health and morality", as well as the rights and freedoms of others.

Personal conduct

Kissing is not acceptable, even kissing for straight couples is not acceptable.

Local attitudes

So long as you act with discretion, you'll find tolerance is better in metropolitan areas, such as Istanbul, Ankara and Izmir—the three largest cities in the nation. This is reflected in the growing number of LGBT bars opening in major cities.



Section four

Disabled travellers

“ Expectation management prior to travel is essential for any disabled employee who is posted to a new environment for even the shortest length of time. Advice and guidance on what to expect in terms of attitudes towards disability and how they may differ from the UK is vital.

It is essential to prepare the employee for what to expect in terms of cultural differences and how this can affect their trip, e.g. cities with a more extreme poverty gap may lack facilities for disabled travellers and nations where etiquette, cultural norms and values are different may lead to unwanted attention or discrimination.

The mental health of disabled business travellers is just as important as their physical well-being. Preparing in advance for what to expect can go a long way in mitigating the

threat of disorientation, illness or myriad psychological issues that can harm the disabled business traveller and derail the trip.

I believe that employees should, before they depart on any kind of work-related trip, be strongly advised to spend an hour with a trained counsellor and be provided (by the employer) with a range of cultural guides to their upcoming destination. This includes information links, phone numbers and any other tools available that can help them identify the level of assistance they may require as well as the prevailing attitudes towards disability (both mental and physical) in the area which they will be travelling to.”

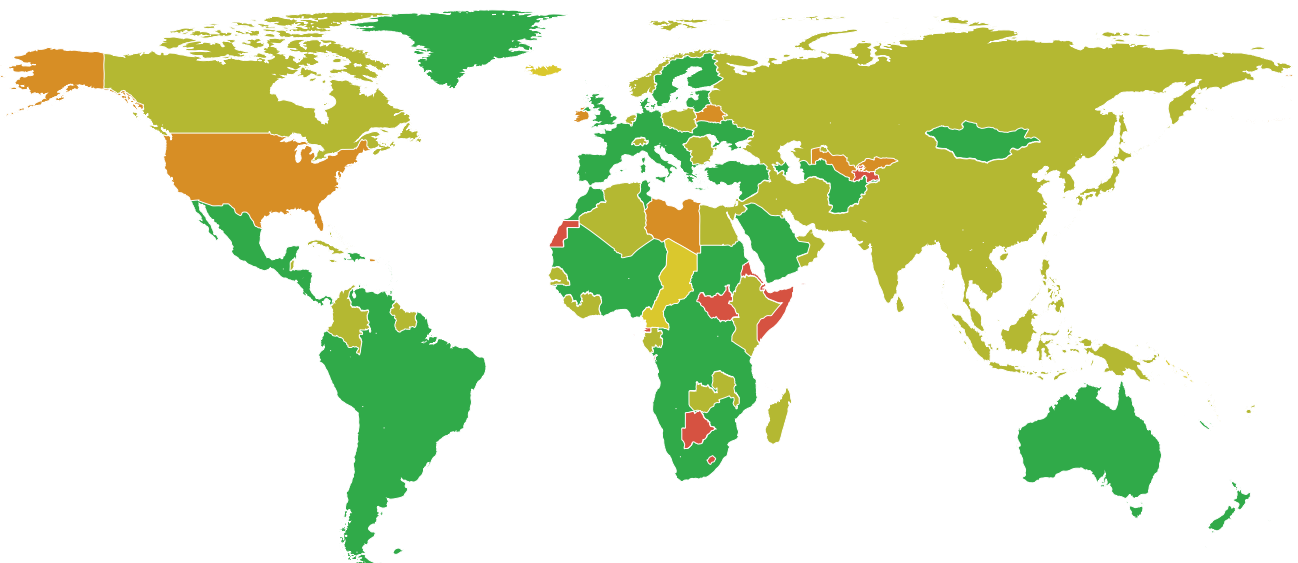
Rob Crossan

Disabled travel journalist,
broadcaster and campaigner



The Convention on the Rights of Persons with Disabilities (CPRD)

● Not Signed
 ● Signed Convention
 ● Signed Convention & Protocol
 ● Ratified Convention
 ● Ratified Convention & Protocol



Advice for disabled travellers

When discussing the challenges disabled business travellers face, it is important to establish that education plays as big a role as expectation management - both for the traveller and the organisation at large.

Travellers may not expect the reception they face, especially in the third world. This can throw travellers, knock their confidence and undermine important business trips. It's almost impossible to talk people out of their prejudices, so it is vital to prepare and educate travellers properly.

A common challenge encountered by disabled business travellers is bureaucracy. Many organisations are happy to fill out the substantial paperwork and documents required by insurers and HR for a disabled traveller. But all too often this is a box-ticking exercise that is more about avoiding legal and financial ramifications if something does go wrong.

It is important that disabled travellers aren't treated as a burden. These travellers are an asset to your organisation like any other, and it falls under your Duty of Care to ensure that they are treated with consideration, equality and respect.

The advice in this guide should provide a jumping off point from which to plan your own policies and practices for disabled business travellers.

More than 50% of business travellers say they don't receive any pre-trip information before travelling

Source: Mantic Point

Before you go

Communicate clearly

Prior to travel, clearly communicate the traveller's condition to the airlines, hotels and security (if you're using them), so that the necessary provisions can be made. It's also worth flagging up the traveller's preferred means of communication with your corporate travel organiser, for example printing information in large print or Braille.

Check your meds

Check with airlines and travel departments if the medication you are taking will be allowed in the country and if they are available if you run short. Disabled travellers with breathing difficulties should check with their doctor and flight provider whether additional precautions may be required, e.g. pressurised canisters attached to breathing apparatus may be affected as the plane flies higher and the pressure changes.

Research facilities and accessibility

Travellers in a wheelchair will need to understand that their chair will not be allowed on flights as there is no method of clamping down, and so will need to be stored in the hull. This means travellers will require assistance to get on and off the plane. Likewise, proactively establish the traveller's access to appropriate transportation (wheelchairs, etc.) throughout the trip.

Booking accommodation

Ensure booked accommodation is suited to the needs of the disabled person, e.g. hotels with lifts, ground floor access, close to medical help, fridge for medication, accessible telephone, grab rails, level entry shower, etc.

The traveller should be familiar with the sorts of difficulties they may encounter, so it is worth discussing their needs and then finding accommodation that meets them as best as possible.

Animal welfare

If you are travelling with an assistance dog, you must make sure that the dog has been microchipped, processed and immunised against rabies.

Review travel insurance

Make sure your travel insurance policy adequately covers any pre-existing medical conditions and any expensive equipment you may be taking.

Familiarise yourself with local attitudes

Attitudes towards disabled people can vary greatly across the globe. Take some time to do some research and familiarise yourself with local attitudes. It's important to understand how you will be received by locals, so that you can mentally prepare yourself prior to travel.

When in-country

Check your expectations

Locals may stare. Facilities may be lacking. Travellers may have to forgo certain experiences or be unfamiliar with the reception they receive. Disabled travellers should temper expectations when heading abroad, especially to poorer countries. If travelling from a western country, travellers may be surprised at how different the local landscape is, so managing expectations pre-trip is key.

Be wary of the weather...everywhere

Temperature and climate conditions can take an extra toll if you have a skin condition, a wheelchair or any number of other disabilities, e.g. albinism. Don't assume anything about what the weather will be like. Check, check and keep checking, right up until the day of your departure.

Keep your travellers safe with daily global risk alerts. Sign up for free now:
<https://www.drum-cussac.com/free-risk-alerts>

Prepare yourself for limitations

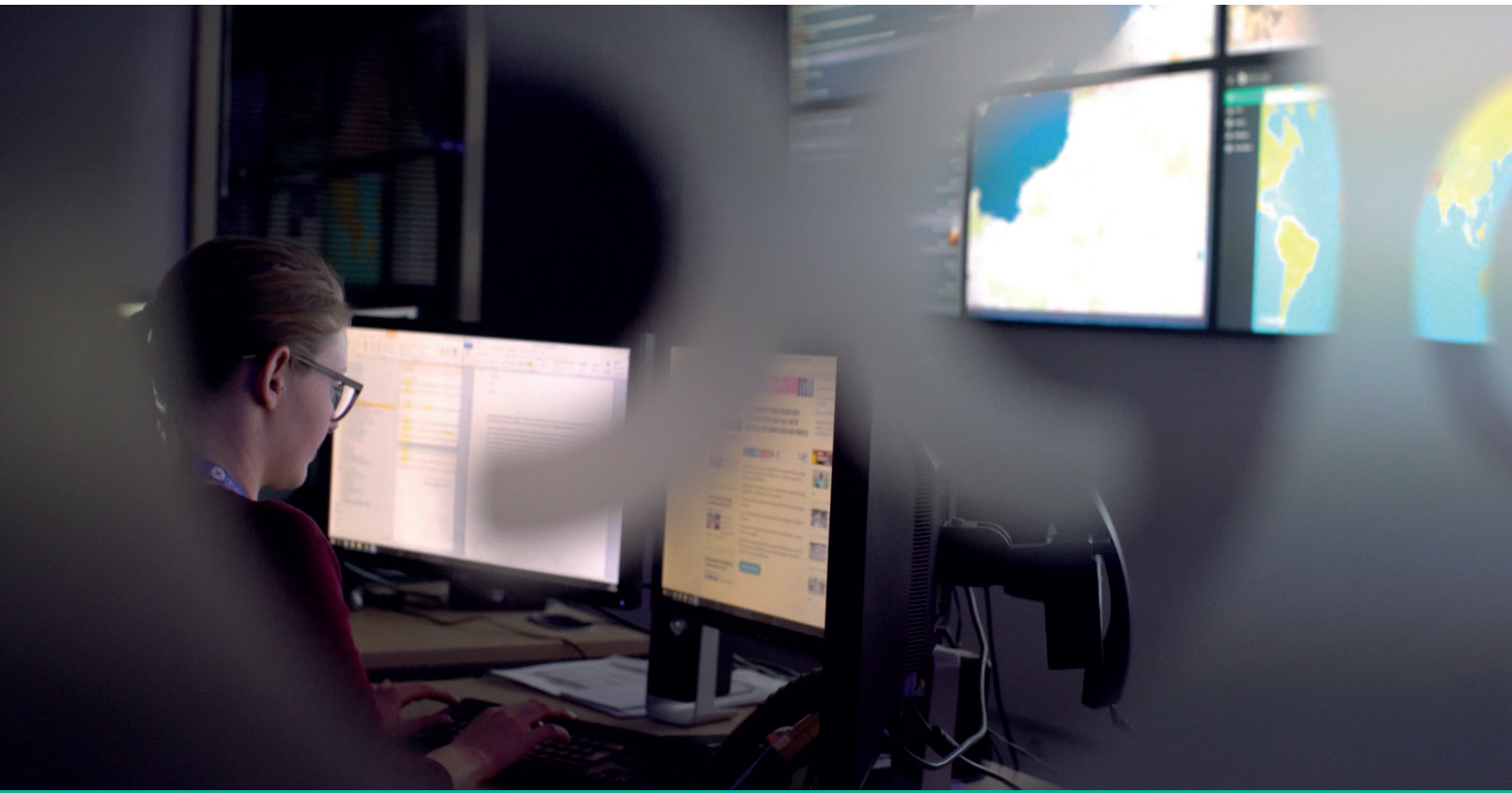
Sadly, disabled travellers may also need to brace themselves as there will almost certainly be things that they cannot do. Again, do some research in advance and take some time to absorb the knowledge of potential roadblocks ahead, e.g. there's no access to the Giza Pyramids in Egypt if you're a wheelchair user.

It's also better for the traveller's mental health to know where they can and can't go in advance too, e.g. knowing in advance that a certain restaurant isn't accessible is better than having a big night spoilt at the last minute by not being aware of their inability to accommodate you.

Additional Disabled Traveller Resources

For more information and advice for disabled travellers, we recommend the following resources:

- The **Accessible Travel Forum** is a discussion area for disabled travellers to share tips and advice with the community
- The **Flyer Talk Forum** is an active community of disabled travellers who share information, experiences and advice from around the globe
- The **Youreable Forum** is another online community of disabled travellers discussing their experiences and advice around the globe
- **Tourism for all** help disabled travellers plan holidays and trips
- The **Disabled Travel Advice** website provides lots of advice on how you can get about easily as a disabled traveller
- The **Equality and Human Rights Commission** provides advice and support to disabled travellers



Section five

Drum Cussac

How we can protect your vulnerable travellers

As a global security consultancy responsible for ensuring the safety of more than 15 million lives on a daily basis, we're perfectly placed to help ensure the safety of your most vulnerable travellers.

We work as your risk and security partners to get the best results for everyone involved. By working collaboratively, we can help you and your travellers to understand the travel risks you face and how best to mitigate them. We treat & assess all vulnerable travellers on a case by case basis.

The following Drum Cussac services may prove useful in fulfilling your duty of care for vulnerable travellers:

Journey management

If travellers need additional support or protection throughout their journey, then our Journey Management team are the people you should speak to. We can organise in-country support, transport and protection to ensure your travellers stay safe and have a successful business trip.

Our team will work closely with you to identify and assess any vulnerabilities that may affect travellers up front. We'll then factor this into the journey plan in order to minimise risk.

PEND

Our political and natural disaster evacuation service does exactly what it says on the tin. If your disabled travellers are stuck in a high risk area and need to get them out, then look no further.

RiskMonitor

With access to global intelligence for around 200 countries/territories, 250 cities and 900 sub-national regions, as well as daily real-time risk alerts, RiskMonitor is the go-to tool for staying ahead of global threats.

Your travellers can receive alerts directly to their inbox or phone, keeping them informed of nearby risk and providing advice on recommended actions to take.

eLearning

Every single one of your travellers can benefit from our engaging and educational eLearning tools. Travellers can complete the course at their own pace and will learn practical advice that keep them safe when travelling abroad for business.

Book a meeting with our Lead Consultant, Brandon Thompson, and discuss your security needs now:
<https://calendly.com/br-thompson>

Other Drum Cussac services

Ensuring the safety of your colleagues so that business-as-usual can continue day after day is a tough job. With the company's most important assets in your hands, you need to ensure that nothing can - or does - go wrong.

Our modular approach to business risk mitigation means that you can combine our services as you see fit - sort of like LEGO. This makes it much easier for you to tailor our services to your needs and fulfil your duty of care obligations.

RiskMonitor underpins all of our services and is the base from which you can build a fully integrated risk mitigation solution.

Our security services cover everything from in-house risk consultations to post-disaster evacuations and fully-managed end-to-end outsourced security solutions. To mitigate the threats to your business and people, we recommend combining RiskMonitor with the following:

AssetMonitor

Ensuring the safety of your people is key, but you need to protect your facilities and buildings too. AssetMonitor makes it easy for you to track your global assets 24/7, stay on top of any incidents that occur nearby and then act decisively if needed.

PeopleMonitor

Track the location of your employees from a single, user-friendly dashboard with PeopleMonitor. Whether they work in the office, remotely or overseas, you can monitor their location wherever they are and ensure that they are safe.

OverWatch

For maximum peace of mind, we can proactively oversee the security risk management of your people and assets. Think of us as your own outsourced security team, working 24/7 to support your own in-house capabilities.

Interested in how our other services can ensure operational continuity and the safety of your teams? Get in touch now: info@drum-cussac.com



Drum Cussac is a global consultancy delivering intelligence-led, technology-enabled risk, security and crisis management solutions to leading international organisations. Our specialist operations teams are recognised experts in providing a highly responsive and proactive resource in challenging and demanding situations.

Drum Cussac Group Ltd.

Avalon	Peninsular House,
26-32 Oxford Road	30 Monument Street,
Bournemouth	London
BH8 8EZ	EC3R 8NB

e: info@drum-cussac.com
t: +44 (0) 1202 802 060 (24hr)

You can ensure the safety of your personnel with global risk alerts by contacting Drum Cussac today.

Our travel risk management solutions can help you fulfil your legal Duty of Care obligations, maximise operational resilience, and maintain business continuity.

Disclaimer

Drum Cussac Group Limited and any of its affiliated or associated companies, or any company in the Drum Cussac group of companies makes no representation, warranties or assurance against risk with respect to the contents or use of this document, and specifically disclaims any express or implied warranties or usefulness for any particular purpose of this publication. Recommendations made are based on information available at the time of writing. No express or implied warranty is given in respect of any judgment made or to changes or any unforeseen escalation of any factors affecting any such judgment. Drum Cussac Group Limited reserves the right to change or revise this document, in consultation with the recipient. This document has been prepared for the exclusive use and benefit of the addressee(s) and solely for the purpose for which it is provided. Unless we provide express prior written consent, no part of this report should be reproduced, distributed or communicated to any third party. We do not accept any liability if this report is used for an alternative purpose from which it is intended, nor to any third party in respect of this report.

Copyright

Copyright 2018 Drum Cussac Group Limited and companies in the Drum Cussac group of companies. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express prior consent of Drum Cussac Group Limited and companies in the Drum Cussac group of companies.