FCM

Safety & Risk

Our top priority is traveller safety.

Keeping your travellers safe on the road doesn't happen on the fly. And all crisis planning should be adaptable. FCM works with you to create a plan to ensure that, no matter what crops up along the way, you have your traveller's back.

FCM Safety & Risk technology is designed to monitor, assess and quickly respond to a critical event if needed. Partnering with leading risk management provider, Crisis24, we've developed a proprietary solution that delivers flexibility and certainty in your risk management approach.

Our dashboards are designed to deliver travel security alerts, risk reporting, location sharing and other elements that encompass a strong risk management strategy and support your organisation's duty of care requirements.

When building a travel risk management programme, you should be looking for:

1. Consolidating your travel data through your TMC.
2. Travel insurance.
3. Travel risk management provider.
4. Third party private and/or public partnerships.
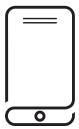5. Ancillary products.

Helping Customers

- Monitor
- Assess
- Respond

Ensuring your travellers' health, safety and wellbeing

Our top priority is the safety and wellbeing of your travellers. FCM's tools are designed with them in mind, delivering a proactive level of support at every stage of their journey.

Travel alerts:
Take the guesswork out of what's happening around the world. Our real-time travel alerts, powered by Crisis24, will let you and your travellers know when there's flight disruption, severe weather, unrest in a city or a major crisis, like a pandemic. Alerts can be customised to your company's needs, and delivered through FCM Platform, by email, or through the FCM Mobile app.

Traveller tracking dashboard:
With nine unique dashboard tabs comprising of country risk, health and security assessment ratings, detailed traveller risk reports, future trip planning analytics, and location sharing – you'll be able to stay on top of your travellers' safety and whereabouts 24/7. Traveller reports can be extracted at any time, or an automated daily report can be configured with your account manager. Geo-threat coordinates give travellers the ability to view where they are in relation to an incident.

Safety across multiple booking sites:
FCM Extension helps enforce your travel policy while keeping travellers safe and informed. Acting as a browser extension, the system delivers actionable guidance directly into the booking flow across thousands of sites, helping centralise policy, information and guidance into a single, consumable format.

AI Reporting:
Our AI-Powered Reporting makes it easy to gather information on your travellers' whereabouts, schedules, departures, and any other metrics needed in a time of crisis. Through its intuitive, easy-to-use interface, you have the statistics you need to respond to a critical incident delivered to you in seconds.

24/7 human support:
Travellers have access to their FCM agent team at the touch of a button, for situations better handled human-to-human. Available to help any time, anywhere. You can also arrange direct access to your travel risk management provider via our technology channels.

"In an evolving risk landscape, you need a partner who enables agility and can flex with your needs. Whatever the crisis, your team need to know that you and a trusted travel partner have their back, from customised dashboards and proactive alerts, to the most up-to-date information."

MATTHEW DEMARIS, GLOBAL PRODUCT LEADER, SAFETY & RISK

It takes a team

Travel risk management combines the right people and partners with technology and personal service when your travellers need it most. Beyond the person overseeing the travel strategy, there are others that you can take along the travel risk journey.

Account Managers

Your FCM Account Manager will advise you on how to tighten up your policy so that risk is front and centre. They will take the demands of your internal stakeholders such as HR, Security/Risk and C-suite, and apply them to your travel programme strategy. Depending on your organisation's risk levels and most visited destinations, they may suggest additional tools and equipment to meet your requirements, including:

- Emergency evacuation/repatriation services and partnerships

- Travel risk services e.g. passport recovery, translations, pre-trip advice, telehealth

- Medical advice and information

- Ancillary or supplementary expertise e.g. airline risk consulting, executive protection

24/7 human support

We have your traveller's back, no matter what happens on the journey. Our travel experts are on call at all hours of the day, ready to lend a hand. You'll not only have peace of mind knowing someone is there for your travellers on a Saturday night, but you'll also get notified so you can support internally.

Travel risk providers, insurance and third parties

Major travel risk providers and third parties can be integrated with FCM Platform. For instance, you can get access to your travel risk provider's intelligence through FCM Platform's homepage. For travellers, alerts are available with the ability to directly contact your crisis partner's travel assistance centre. Your account manager will be able to talk you through the options, and advise on the best solution for your needs. Organisations usually have travel insurance policies in place already, often sourced by the risk team.

Talk to us today
to learn more about how FCM can support and strengthen your organisation's travel risk management approach.

fcmtravel.com

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