



CASE STUDY

The Agricultural sector accounts for approximately a quarter of Papua New Guinea's GDP. Agriculture remains the principal economic activity which provides livelihood for 85% of the rural population.

Sam Wright, International Agribusiness Project Manager was due to travel to PNG urgently. As a first time traveller to PNG, Sam was not aware of the health & safety risks. His HR department turned to International SOS.

Problem

As an international Project Manager and frequent overseas traveller, Sam was a conscientious traveller, but an unexpected requirement to travel to PNG had caught him off-guard.

Sam was focused on the job at hand and due to the urgency of the assignment had failed to consider the personal health and safety risks that may be associated with his travel to PNG.

Industry

Food Industry - Agribusiness

Service

Pre-Departure Briefings, TravelTracker

Location

Papua New Guinea

Solution

Sam's HR department considered his circumstances with care. They knew Sam was not familiar with PNG and that he was soon due to board a flight.

As a member of International SOS, Sam's HR Manager contacted the Sydney Assistance Centre.

The Sydney Assistance Centre arranged for the medical and security team to provide a pre departure briefing.

The International SOS Security expert and Doctor advised Sam of the health & safety issues associated with travel in PNG.

He was also instructed on what to do if he found himself in an emergency situation.

Impact

Thanks to International SOS, Sam's travel was not delayed, his client meetings were a success and the company met their duty of care requirements.

To avoid the panic and uncertainty associated with Sam's travel plans, Sam's employer realised they needed help to upgrade the capability of their travel risk management program.

The company found it was crucial not only to have a program in place to track, identify and communicate with their employees instantly event of a crisis. But they needed to take proactive steps to educate their international travellers and expatriates on health and safety issues.

International SOS recommended its traveller tracking service. TravelTracker, coupled with the company's International SOS Membership benefits, helped the organisation to meet their duty of care responsibilities effectively and efficiently and in a timely manner.

* Name has been changed to protect confidentiality.

TravelTracker offers automated pre travel advice, real-time travel tracking, on-demand and insightful reports, and communication with globally-mobile employees so organisations can plan and act immediately in the event of a crisis or simply provide employees with information that will keep them healthy, safe and secure when they travel.

