



ANZ'S AWARD-WINNING ALLIANCE

How Innovative Collaboration Can Assist Travel Safety

ANZ Banking Group Limited (ANZ), winner of the 2019 Duty of Care Awards for Innovation, established a tripartite relationship with a business travel management company and a leading medical and travel security services company to enhance its staff members' safety.

Operating in more than 32 countries, with a workforce of nearly 40,000 staff, ANZ have a requirement for domestic and international travel, with employee safety and security being a high priority.

ANZ Global Category Manager Travel Matthew Holmes said:

"The 'Odyssey Alliance' was built on a shared vision to improve the safety and wellbeing of travellers through robust governance and oversight, improved data integrity, education, training and collaborative auditing."

"This innovative approach in creating a tripartite to work together was the first of its kind for the Australian banking sector," Mr Holmes said.

The Odyssey Alliance's inception and activities reflect ANZ's 'Just Ask Management' (JAM) approach in getting key senior leaders and managers actively involved. The tripartite's external partners added another layer of expertise. Between them they brought together key business functions of governance, procurement, data integrity, safety, security, and more.

A key aim for 2018 was to build and implement a global capability to contact staff (travelling and non-travelling) during a major emergency.

To achieve these outcomes, the Odyssey Alliance focused on:

- Re-launching the ANZ travel HUB – this web-based system sets out the company's travel policy, the requirements for emergency contact information, the support services available, plus detailed health and security information for each destination.

- Enhancing and promoting its mobile phone app – this provides on-demand information, real-time alerts, welfare-checks, itinerary-based profiling and details of the medical and security assistance available.
- Implementing fortnightly reports of all traveller data – this involves auditing the integrity of all travellers' email and mobile phone data and prompting updates where needed.
- Identifying and tracking travellers – to ensure they comply with ANZ's travel policy requirements.
- Developing and implementing enhanced incident identification, triage and traveller/staff notifications
- Geo-fencing – using the tripartite tools and other technologies to monitor activities at different locations.

To support these activities a number of communications and training initiatives were introduced, including:

- A new onboarding video to educate new employees about the support they can expect while travelling. It introduces the Travel HUB, the emergency contact procedures, medical support, destination information and other services available.
- Provision of pre-trip country advisories to inform travellers about their destination's environment and culture, together with links to pre-travel checklists.
- Pre-recorded webinars for induction training to support and enhance business traveller self-management. For example, tutorials introduce travellers to the mobile assistance app, the assistance centre, and what do in case of a lost passport, etc.
- Face-to-face briefings covering operational, medical and security developments at certain locations. These include Indonesia, Singapore, UK, Hong Kong, Papua New Guinea and India.
- A checklist to examine the security procedures and medical assistance available at different hotels.



Emphasis was placed on the need for travellers to ensure their contact details are updated so they can be reached in an emergency. The integrity of this data is frequently checked. By Q4, 2018 initial data capture had significantly improved and achieved the following:

- 98.8% travel policy compliance.
- 95% accuracy in email addresses.
- 90% accuracy in mobile phone numbers.

Other initiatives are in hand to further deliver wellbeing, safety and security. These include:

- A Major Emergency Incident Workflow - to create structured processes to follow in an emergency.
- Internal promotion - the benefits of the Odyssey Alliance service will be periodically promoted in the internal ANZ 'marketplace'.
- Traveller Checklists - to expand and support Pre-Trip Briefings.
- Collaborative Post Incident Reviews (PIR's) and De-Briefs - to share learnings.

Matthew Holmes concludes:

"Adopting ANZ's values, the Odyssey Alliance has sought to re-set the governance, oversight and operational execution regarding Duty of Care obligations for business travellers. Today, the Alliance is creating a safer and more secure workplace, supporting overall organisational resilience and delivering measurable results."

Key Elements

Create an alliance of senior managers and external experts in travel and medical & security services.

Use the latest communications tools to inform and assist - including websites, phone apps, traveller tracking and geo-fencing.

Raise awareness through regular communications and training, including an emphasis on the need to keep contact details up to date.