



Three good reasons  
to care about Concur.

The answer to duty of care.

# How many people work here? That's how many reasons we have.

Taking care of employees can be a challenge on a good day. But when they're on the road, running into everything from the annoyance of canceled flights to the violence of political unrest, connecting with and protecting them is crucial.

Do we know how to find our people? Can we reach them in an instant? Can we get them out if need be?



\*Buying Business Travel: Poor communication hits 'ineffective' risk programmes.



## 1. No matter where our employees are, Concur has their itineraries.

Our people have more ways to book business trips than ever before. They're being courted daily by hotels, airlines and other travel providers who promise better deals by booking direct. So while they're still using our booking tool, they're not using it for every booking.

That means we don't have every itinerary detail for every trip. So we don't know where our people are or what they're facing.

### **The Concur Answer:**

Concur is the only provider that can consolidate all our employee location data—HR data, travel and request data in Concur system, bookings made outside of Concur and location check-ins from Concur Mobile.

So if there's a crisis, we'll have a simple, total, real-time view of where our employees are and where they're headed.

## 2. How do we predict a crisis on the other side of the planet? We ask Concur.

Knowing where our people are is only half the problem. Knowing the risks they face is the real challenge of our duty of care.

### **The Concur Answer:**

Concur uses intricate and accurate third-party information to keep clients on top of real and potential risks. So we'll know about everything from travel delays and severe weather to violence and unrest.

And because Concur coordinates that risk data with our travelers' locations—and puts it on an interactive map for us—we'll be able to pinpoint where our people are, what disruptions and dangers they face, and how to keep them safe.

Concur also offers a full operations center and Active Monitoring, powered by HX Global, to support our duty of care. So we'll have industry-leading risk management experts helping us look out for our people.





### 3. We aren't prepared to talk to someone in the middle of a crisis. At least not without Concur.

So we know where our people are. We know what they're headed into. But can we establish two-way communication, so we know they're safe and, if not, we can help get them out?

Do we have that level of confidence if there's ever a crisis?

#### **The Concur Answer:**

Concur will automatically alert each of our travelers to potential problems *before* they travel, so they can be as prepared as possible.

Concur will also make sure we have multiple ways to reach each employee once they're on the road—phone, email, text, etc.—so we'll be able to share information, support our people and, when necessary, move them to safety.

And if there is an emergency—anywhere in the world—we'll be connected to the experts at HX Global, Concur's partner who specializes in alerting and assisting travelers every day of the year.

## Duty of care isn't a suggestion. It's our duty.

Keeping our people safe is the single most important thing we do. It's a personal and critical part of our business, and without data we can depend on, our people won't be able to depend on us.

**Concur delivers more comprehensive, accurate and timely employee location data than any other provider, so we can:**

- **Proactively monitor risks that may affect our entire team.**
- **Communicate with them, connect them to expert support.**
- **Confidently deliver duty of care for every employee.**

These are the details we need—the only way to get all the data—to do our duty.

Visit [Concur.com](https://concur.com) to learn more.

