

# Duty of Care

Responsible organisations seek reassurance that their people are working in safe and secure environments, be that at a fixed place of work or when travelling domestically or overseas. With threats and risks constantly evolving, duty of care responsibilities are increasingly front of mind across all sectors.

## What is Duty of Care?

There is no single global definition or legal standard of duty of care, although across geographies there are often numerous similarities. In general, we define duty of care as:

“An organisation’s moral and legal obligation to take reasonable steps not to cause foreseeable harm, both to their employees and any other individuals who may be harmed by their action or inaction”.

## Our Approach

Clients often have many of the component parts of duty of care in place, but struggle to align and orchestrate them. We help organisations to understand and manage their duty of care obligations from both a legal and moral standpoint in relation to their travel risk management operations for staff and guests. We consider booking and pre-travel risk assessments, through to journey monitoring, incident response and supported return to work. Uniquely, we have both the experience and expertise to review and advise on the role of insured and non-insured benefits and how they effectively integrate into a highly practical and efficient end-to-end duty of care framework.

We work with clients to support them in their duty of care obligations by:

- Understanding what they already have in place
- Identifying gaps
- Advising on effective solutions

Our analysis is delivered to clients as a practical end-to-end framework which seamlessly aligns policies, procedures, insured and non-insured benefits, assistance and response services, and how they individually and collectively mitigate incidents and support crisis management. The framework thoroughly stress tests all component parts and operating procedures of a duty of care plan, giving clients peace of mind and allowing them to evidence a strong commitment and structured approach to this important area.

To find out more about how we can support you in developing your duty of care plans, please email [info@chcglobal.co.uk](mailto:info@chcglobal.co.uk)