

RISK MANAGEMENT IN THE DIGITAL ECONOMY

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TECHNOLOGY IS AN ENABLER



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UNIQUE TRAVELLER PROFILE



DESTINATION RISKS

- Medical care
- Food and water
- Cultural issues
- Transport
- Disease risk
- Vaccinations
- Personal safety
- Unrest/conflict
- Terrorism
- Natural disasters



DIVERSITY SPECTRUM

- Race & ethnicity
- Disability
- Religion or belief
- Age
- Sexual orientation
- Gender
- Gender reassignment
- Pregnancy & maternity
- Marriage & civil partnership



MENTAL STRESS

- Isolation
- Overload shock
- Inbox overload
- Psychological disorders and mental illness
- Reduced time for home-based social life
- Loss of family role
- Imbalance in domestic responsibility



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DIGITALISATION AFFECTING TODAY'S TRAVELLER



Travel apps

Share economy

Bleisure

Digitalisation of travel



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DIGITALISING TRAVEL



MANUAL/EMAIL
TRIP ENTRY



MOBILE APP
CHECK-IN



TMC



UBER / AIR
BnB FEEDS



GPS
TRACKING



MULTI MODAL
COMMS

TRAVELLER TRACKING

Emergency Advice,
Incident Notification,
Management Reporting

TRAVELLERS

AUTOMATED
PRE-TRIP
INFORMATION

MANAGERS

MANAGEMENT OVERSIGHT
TOOL

