



# Building a Global Travel Program

How GMR Security Consulting Group transformed an ad-hoc travel process into a standard, globally scalable program, reducing incidents by 57% and improving traveler confidence.

## THE SITUATION

A global organization with project-driven travel engaged GMR Security Consulting Group to design and implement a comprehensive Travel Risk Management (TRM) program for its highly mobile workforce. The objective was to replace a fragmented, travel-agent-driven approach with a structured, repeatable program integrated across Corporate Security, Human Resources, and executive leadership.

## THE CHALLENGE

### Operating without visibility or standards

- Lack of centralized traveler tracking and leadership visibility.
- Informal and inconsistent risk assessments across the organization.
- Incident response reliant on local managers with limited support.
- No alignment with ISO 31030 travel risk management standards.
- Traveler concerns around medical care, transportation, and after-hours support.

## THE SOLUTION

### A phased, standards-aligned travel risk program

GMR Security implemented a phased pilot in two high-travel regions, tracking incidents, gathering traveler feedback, and adjusting workflows in real time. Following pilot validation, the program was rolled out globally with tailored regional communication and integration with Corporate Security and HR.



#### 57% incident reduction

Improved pre-trip planning, hotel selection, and secure transportation.



#### Real-time traveler visibility

Centralized insight for Corporate Security and HR.



#### Faster incident response

Average response time reduced from 4 hours to under 45 minutes.



#### 40% increase in traveler confidence

Post-trip surveys reflected higher perceived support.



#### Audit-ready TRM program

Documented, repeatable, standards-aligned processes.