

Journey Management Guide

Everything a Safety Manager
needs to know about Journey
Management.

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Welcome to the Journey Management Guide



The journey management plan (JMP) is a cornerstone of many aspects of human resource management. A JMP can be used to establish and maintain a safe and efficient journey for your employees.

By providing training and tools, as well as offering guidance on how to stay safe on their journeys, organisations can ensure they are providing employees with the information they need to stay safe while working.

After reading this guide, you will be able to develop a perfect journey management plan.

Introduction

What is a Journey Management?

Journey Management is a process that focuses on mitigating hazards and ensuring the safety and well-being of employees who travel as part of their job responsibilities or to different locations to perform their work. The guide provides a systematic approach to identify, assess, and control risks associated with travel, enabling organisations to establish robust safety protocols and practices.

What is the Purpose?

The Journey Management Guide will help you develop a journey management plan (JMP) that provides standard procedures for planning and carrying out company travel in a way that meets compliance and mitigates risks.

The most important part of setting up a JMP is ensuring that you and your team members are prepared to deal with different issues that may arise daily as remote workers. Remote workers need to be able to send for help if issues arise, and supervisors need to be prepared for a rapid emergency response to mitigate life threatening repercussions.

Identifying and Mitigating Potential Risks



For organisations with traveling workers, ensuring their safety and well-being during journeys is of paramount importance.

Traveling workers face various risks that can affect their productivity, health, and overall job satisfaction. From safety hazards and health concerns to transportation challenges and cultural differences, the complexities of travel demand a comprehensive journey management plan.

By understanding and addressing these risks head-on, organisations can safeguard their traveling workers, enhance their resilience, and promote a secure and productive work environment.

Domestic Travel Risks

There are many reasons why your workers need to travel domestically for their jobs. They may be a traveling sales representative, driving to clients, trade shows and more, a healthcare worker, traveling to clients' homes who can't feasibly travel to a hospital, or they could be a drive-in, drive-out worker for a mining company, needing to drive out to remote mine sites.

Eliminating the travel component in these jobs is not feasible, therefore we need to identify the possible risks they face and mitigate them where we can.

Road Accidents:

Driving carries inherent risks, and road accidents are a significant concern. Factors such as driver error, poor road conditions, inclement weather, reckless driving by others, and fatigue can contribute to accidents. It's important to emphasize safe driving practices, such as obeying traffic rules, avoiding distractions, and taking breaks to combat driver fatigue.

Vehicle Breakdowns:

Mechanical failures, flat tires, or other vehicle issues can occur during a journey, especially on long drives. Regular vehicle maintenance, including checking tire pressure, fluids, and brakes, can help reduce the likelihood of breakdowns. It's also essential to have emergency supplies such as spare tires, tools, and a first-aid kit in the vehicle.

Traffic Congestion:

Depending on the destination and the route taken, travelers may encounter traffic congestion, especially in urban areas. Congestion can lead to delays, frustration, and an increased risk of accidents. Using traffic monitoring apps or planning alternative routes can help mitigate these risks.

Weather-Related Hazards:

Different weather conditions can pose risks while driving, such as heavy rain, fog, snow, or ice. These conditions can affect visibility, road grip, and maneuverability. Monitoring weather forecasts and adjusting travel plans accordingly, or even postponing the trip if necessary, can help mitigate risks.

Driver Fatigue:

Long drives can lead to driver fatigue, impairing concentration, and reaction times. Taking regular breaks, getting adequate rest before embarking on a journey, and rotating drivers if possible, can help prevent fatigue-related accidents.

Unfamiliar Routes:

Traveling to unfamiliar destinations may involve navigating unfamiliar routes, which can increase the risk of getting lost or confused. Utilizing navigation systems, planning the route in advance, and having printed maps as backup can help mitigate these risks.

Distracted Driving:

Distracted driving, such as using mobile devices, eating, or engaging in other activities that divert attention from the road, can significantly increase the risk of accidents. It's crucial to emphasize the importance of staying focused on driving and avoiding distractions by taking breaks to eat or make a phone call.

Wildlife Encounters:

In certain areas, encounters with wildlife, such as deer, kangaroos, or other animals crossing the road, can pose a risk while driving. Being alert and observing cautionary signage can help prevent collisions.

International Travel Risks

Now that we've gone over the risks of domestic travel, some companies face the complexities of international business travel. Alongside the intricate logistics of flights, accommodations, passports, visas, and vaccination requirements, there is the added complexity of navigating distinct cultural customs, managing budgets, and more. Whether you have an ongoing project in a foreign location or find yourself engaged in significant business meetings or conferences that require in-person collaboration, safeguarding the well-being of your international travelers becomes of paramount importance. These safety measures entail a distinct approach from domestic travel, necessitating thorough attention to detail.

Safety and Security Risks:

These can include accidents, natural disasters, civil unrest, crime, or terrorism. Depending on the destination, specific risks may be associated with the local environment, such as wildlife hazards or disease outbreaks.

Health Risks:

Travelers can face health-related risks such as infectious diseases, food borne illnesses, or inadequate medical facilities. Pre-existing health conditions can also pose challenges during a journey.

Cultural and Legal Risks:

Different cultures and legal systems can pose risks to travelers, especially if they are unfamiliar with local customs, laws, or regulations. Violating local laws or customs can have serious consequences.

Transportation Risks:

Travelers may encounter risks associated with transportation, such as accidents, delays, cancellations, or issues with public transportation. This can be especially relevant when traveling in unfamiliar or remote areas.

Communication and Language Barriers:

Communication challenges can arise due to language differences, which may impede understanding and create difficulties in emergencies or accessing essential services.

Individual Considerations:

Certain destinations can be especially dangerous for people with disabilities, women, gender non-conforming people, and people of certain ethnicities and races. Because of this, it's crucial to be aware of how your employees may be at risk so you can protect them adequately.

Key Challenges

In both domestic and international travel, it is important to consider the key challenges all traveling workers face:

Work-Life Balance

Traveling workers may struggle to maintain a healthy work-life balance due to the demands of their job and being away from their families or support networks for extended periods.

Fatigue & Jet Lag

Frequent travel across different time zones, and long commutes can lead to fatigue and jet lag, which can impact productivity, decision-making, and overall well-being.

Loneliness & Isolation

Being away from familiar surroundings and loved ones can result in feelings of loneliness and isolation for traveling workers, affecting their mental health and job satisfaction.

Access to Resources

Traveling workers may have limited access to necessary resources and support systems, such as reliable Internet connections, office equipment, or specialised tools required for their work.

Vulnerable to Risks

Constantly moving between different locations can make traveling workers more vulnerable to the risks mentioned earlier, including safety hazards, health issues, transportation challenges, and communication barriers.

How to create an effective Journey Management Process

Now that you have an understanding of potential risks and challenges that comes with workers who travel, how can we mitigate them?

Key Strategies:

- Establish a journey management policy.
- Conduct risk assessments that consider location, conditions and personal well-being.
- Develop a journey plan to understand workers' whereabouts.
- Maintain communication when workers are traveling.
- Be prepared for an emergency and have the means to respond quickly if something goes wrong.
- Provide health and wellness support.

Whilst these safety strategies are achievable with a paper-based journey management plan, the benefits of a digital solution are far superior.



Where Paper-Based Journey Management Falls Short

Limited Accessibility:

Paper-based systems can be physically limited to certain locations or offices, making it difficult for stakeholders in different locations to access and update journey management information in real time. This can create delays in communication and decision-making.

Lack of Real-Time Updates:

Paper forms and documents require manual updates, making it challenging to have real-time visibility into the status and progress of journeys. This can lead to outdated information and difficulty in tracking traveling workers' whereabouts.

Inefficient Data Management:

Managing paper-based records can be time-consuming and prone to errors. It becomes challenging to organise, sort, and retrieve information when needed. Analysing data and identifying patterns or trends for improvement becomes a manual and arduous process.

Communication Delays:

Communication between traveling workers and the journey management team may suffer due to reliance on paper-based systems. Updates, changes, and emergency notifications may not be promptly communicated or received, leading to potential safety and operational risks.

Time Consuming and Expensive:

Whilst a paper-based journey management system doesn't have direct costs of technology, the time-consuming manual process is costing you in expensive wages. [See the breakdown of costs.](#)

**How Our Digital
Solution
Provides the
Perfect Journey
Management
System**

Risk Assessment and Planning

Our solution helps assess potential risks associated with a journey. It provides tools for planning and preparation, taking into account factors such as destination-specific risks, local conditions, and traveler profiles.

How it Works:

Users create a journey from any device, filling in location, time, dates, mode of transport etc. Once they have planned their journey, the user is prompted to complete a risk assessment. This is done before their journey, allowing ample time to intervene if a high-risk response is submitted.

The risk assessment has an automated approval process using a risk matrix. The risk matrix computes a risk rating based on the responses. If the risk is low, the journey is auto-approved; if medium to high risk, the manager is alerted for review; and if the risk is severe, the journey is denied automatically. The assessment questions can be customized, allowing users to incorporate vehicle safety evaluations if desired.

International travel risk assessments are crucial for businesses with global operations. SafetyIQ's solution provides comprehensive assessments of location-specific risks, ensuring employee safety and minimizing disruptions. SafetyIQ's assessments consider political stability, health risks, travel advisories, environmental hazards, and cultural sensitivities.

Case Study



“We were looking for a competitive advantage when it came to implementing SafetyIQ and what we found was a 70% cost reduction straight-away and achieved higher compliance and safety improvements.”

Marco Waanders
GM of Camp Management

Challenge



After a series of fatigue related incidents, Ventia’s Rig & Well Services realized their paper-based system was insufficient and difficult to manage.

Solution



SafetyIQ’s Risk Assessment module simplified their fatigue and risk management by highlighting at risk workers and automating the review process.

Results



- No fatigue related incidents since implementation in 2016
- 70% reduction in costs by switching to SafetyIQ from call centres
- 37 hours a month is saved by eliminating manual approval processes

Health and Wellness Support

We provide resources and guidance for maintaining health and well-being during journeys, including information on vaccinations, medical facilities, and assistance in accessing healthcare services when needed.

How it Works:

Our integration with Locomote provides the ultimate Pre-Trip Assessment, in particular for international travel. The traveler inputs details of their travel and answers a customizable risk assessment.

Then, their manager is prompted to approve (automated via email) and receives all the travel details including the itinerary, vaccination requirements, passport requirements and country-specific risks based on both the location and the individual.

If approved, all information is automatically parsed into the SafetyIQ dashboard. The check-in and escalation processes activate as per usual once the trip commences.

Case Study



"We have found SafetyIQ to be a functional, practical solution that works well for us"

Sean O'Connell

HSE Supervisor, Jansz-1o Compression Project

Challenge



Chevron's international journey management was an administrative burden, relied heavily on memory and did not adequately manage the complexities of pre-trip analysis.

Solution



SafetyIQ and Locomote together enabled a superior international pre-trip and safety check-in process that organizes itineraries, assesses all travel risks and keeps their workers safe throughout the entirety of their journey.

Results



- Managers have peace of mind
- Full visibility of traveling workers
- Automation saves users hours when planning itinerary

Advanced Fatigue Management

Our proactive Fatigue Management Solution uses a game-like quiz to identify when your people are struggling with alertness, a leading indicator of fatigue. Unlike other fatigue solutions, the results are completely objective and reflect individual performance.

How it Works:





Users complete a 60-90 second game-like test at the start of each shift or before undertaking a high-risk activity such as driving. The system develops a personal, rolling baseline that learns each person's behavior patterns, and average performance, and adjusts as they improve with practice.

If a user receives a score outside their baseline parameters, they are prompted to retake the test. If their score doesn't improve, their manager is notified to check-in with them and see if they are safe to work.

Case Study

“The platform is really well aligned with our expectations, and it allows us to have technology behind what our drivers are doing as well as compliance with Department of Transport requirements.”

Gary Anglesey
Director of Operations

Situation		A laborer foreman was on a 2 week-night shift. One night he scored outside normal range (ONR) at 3am. Site safety manager was notified to contact him and found out he was exhausted and extremely fatigued.
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Outcome		The manager pulled the laborer off of the night shift, made sure he had a day to properly rest and changed his schedule to daytime shifts.
<hr/>		
Situation		A worker scored ONR after taking her daily fatigue test, notifying her manager to initiate a conversation. The manager then found she was dealing with family trouble and the stress was affecting her ability to think straight.
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Outcome		Her foreman kept an eye on her throughout the shift and gave her tasks that did not put her at risk of injury.

Real-Time Travel Monitoring

Our solution enables real-time tracking of traveling workers, allowing organisations to monitor their progress, receive alerts in case of emergencies, and take necessary actions to ensure their safety.

How it Works:

Journey planning will include checkpoints throughout the travel. This gives estimated locations of the worker based on time, distance travelled and last check-in. At these predetermined checkpoints, the traveling worker will receive a notification to check-in. If a user doesn't check in, managers receive an escalation alert via SMS and email, including an embedded link to the activity for seamless access.

Although companies can also use a manual check-in system, these processes will have higher risks of human errors. Moreover, you will have to hire additional people to ensure the system is strictly monitored during working hours.

Additional Features to Mitigate Risks:

For real-time travel monitoring in out-of-coverage areas, our journey management system integrates with IVMS and GPS devices. On top of the accurate location data, GPS devices include SOS buttons that trigger an escalation process immediately, rather than waiting on a missed check-in. Moreover, IVMS Devices (In-Vehicle Monitoring System) include crash detection technology where the device can sense harsh braking or vehicle rollovers and trigger the escalation process.

Case Study



"I couldn't be happier with the solution the team at SafetyIQ provided us with. The user interface looks clean and is easy to use, and the technical support has felt like a partnership from day one."

Steven Cuce
Head of Zero Harm

Challenge



Downer was manually checking individual worker's calendars to confirm their safety while traveling. This system gave no indication of a worker's safety throughout the journey.

Solution



SafetyIQ's Journey Management module offered Downer complete visibility of worker movements in a centralized dashboard, with the ability to provide real-time emergency responses if something went wrong.

Results



- Improved emergency response
- Quick access to real-time vehicle data
- 15 hours a month is saved by eliminating manual processes

Communication and Emergency Response

Our solution facilitates seamless communication between traveling workers and their organisations, ensuring quick and effective responses to any incidents or emergencies that may arise during the journey.

How it Works:

Through the automated check-in and escalation process, communication between traveling workers and their organisation is efficient and free of human error. A missed check-in, or device critical event triggers the escalation process, provides accurate location data and ensures a quick and effective response to the emergency.

Additional Features to Mitigate Risks:

Achieving the level of emergency response capabilities needed for some high-risk industries requires significant investment, hiring, up-skilling and more. On top of this, if workers are operating on a 24-hour basis, there also needs to be a manager monitoring the safety of these workers. Many companies do not have the scope to do this.

Our Emergency Response Centre monitors your workers 24/7, triages escalations and dispatches local emergency services so that the right people are notified immediately when every second counts.

Case Study



"The services offered aren't fixed. They easily adapt to fit the needs of Ardent and our customers. The services have greatly assisted the ability to quickly and efficiently respond to any maritime incident around the world while helping our customers comply with necessary regulations."

Rebecca Garcia
OPA 90-Manager

Challenge



In order to meet preparedness and emergency response policies under OPA-90, their in-house team would require significant investments in telephony infrastructure, as well as hiring, up-skilling and managing staff.

Solution



Our Emergency Response Centre was an immediate solution that provided a localized, reliable, 24/7 monitoring team. Experienced professionals handling emergency situations, removed the risk and liability of missing or mishandling emergency calls and improved emergency response capabilities.

Results



- Improved emergency response capabilities
- Compliance with all necessary regulations
- Auditable records for proof and analysis

Top Tips for Journey Management

If you are still wanting to opt for a paper-based process, here are our top tips to keep in mind.

1

Plan your journey and email stakeholders with critical information to keep people informed.

2

Keep all traveling workers itineraries in a spreadsheet, whiteboard or calendar.

3

Plan fatigue checkpoints for every 2 hours of driving and if possible have the driver call to check-in.

4

Check that you can maintain communication and identify dark-spots/hazardous routes - [SafetyIQ Blackspot Map](#)

5

Consider your journey alternatives to mitigate risks. e.g. scheduled journeys to site in a group, rather than by themselves.

6

Examine the traffic and weather conditions and allow additional time for possible delays.

7

Implement wellbeing checks where managers, colleagues or the driver themselves makes sure to be check-in with their mental and physical state.

Conclusion

SafetyIQ's Journey Management enables businesses to manage employees in high-risk areas securely and confidently. It sends out real-time emergency notifications when a worker fails to check-in on time.

Through automation and features that secure your employees' protection in the field, the SafetyIQ's Journey Management app streamlines the business's management of travel safety.

SafetyIQ integrates its technology with specialised software to provide businesses with a centralized, all-encompassing solution for supervising the safety of remote workers.

[Request a free demo of the SafetyIQ Journey Management](#) and see how it can benefit you.

Frequently Asked Questions

Q: What Does Journey Management Mean?

A planned and organized method for lowering transportation-related hazards within an organization's operations is known as journey management.

Q: What is Journey Risk Management?

A scientific method for ensuring safe and effective travel is called "journey risk management." It entails documenting the identified risk factors and accompanying mitigation actions on specific routes, which may subsequently be used to develop a route management methodology.

Q: What is Journey Management Software?

Journey Management software helps you plan, manage and execute your journeys. It allows you to structure and manage journeys while minimizing costs.

Q: Why is a Journey Management Plan Necessary?

Journey management plans are an important component of building a safe, effective and efficient travel management system. By using your journey management plan, you will establish a clear path for every employee to follow to safely complete their duties.

Helpful References

Blog Articles:

<https://safetyiq.com/why-safetyiq/journey-management-system/>

<https://safetyiq.com/insight/the-role-of-your-journey-management-plan/>

<https://safetyiq.com/insight/do-you-need-devices-for-your-journey-management-system/>

<https://safetyiq.com/insight/the-complete-guide-to-workplace-fatigue-management/>

<https://safetyiq.com/insight/emergency-preparedness-and-response/>

[See more](#)

Legislation and Guides:

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1995-009>

[Fatigue Risk Management Guidelines](#)

<https://www.gsa.gov/policy-regulations/policy/travel-management-policy>

<https://education.qld.gov.au/initiativesstrategies/Documents/driver-safety-safe-driving-guide.pdf>

<https://www.forgov.qld.gov.au/mail-facilities-and-vehicles/vehicles/driver-safety-in-the-workplace>

https://www.hpw.qld.gov.au/__data/assets/pdf_file/0026/9728/managingdriverfatigue.pdf

<https://www.transport.wa.gov.au/Freight-Ports/driver-fatigue-management.asp>

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