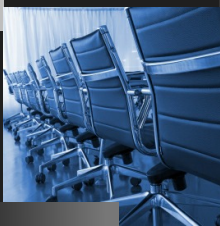




THE INKERMAN GROUP

# Duty of Care

- are your employees  
safe?



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Business Risk and Intelligence

# DUTY OF CARE - ARE YOUR EMPLOYEES SAFE?

Are your employees safe when working?

Do you have lone workers or employees working remotely?

Are you monitoring employee welfare?

Have you had an increase in employee sickness or accidents?

Are you meeting your Duty of Care legislative and insurer's requirements?

Employers have an obligation to provide a duty of care to their employees – this means that they need to take all actions which are reasonably possible to ensure an employee's health, safety and well-being whilst working.

## CORPORATE MANSLAUGHTER ACT

The introduction of the Corporate Manslaughter Act (2008) means that companies and organisations can be found guilty of corporate manslaughter, as a result of serious management failures amounting to a gross breach of a duty of care. Although this is a corporate liability issue which needs to be addressed, many organisations seem not to be fully aware of their obligations under the legislation.

### POINTS TO CONSIDER

- Are you providing your employees with a safe working environment?
- Do you provide information and instruction where necessary on potential hazards and threats?
- What processes and procedures do you already have in place to monitor the working conditions at all locations which are under your management and control?
- How often do you review and assess the current working situations of your employees?
- Do you have adequate corporate travel policies in place – and are these managed and reviewed on an ongoing basis?

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# DUTY OF CARE - ARE YOUR EMPLOYEES SAFE?

## IMPACT OF GLOBALISATION

Increasingly, companies and their employees are required to work remotely, go to new geographical regions, work in-country as expatriates, or in unfamiliar circumstances – International work and travel is now an integral feature of peoples' working lives. Against this global backdrop, where both employers and employees are potentially exposed to greater risks, companies need to have policies and procedures in place as part of their daily business operations and ensure that employees follow these policies. Many employers are still unaware of the extent of their responsibilities in this area.

So, in addition to the challenges presented within the UK regarding the issue of corporate duty of care, there are significant travel related risks which also need to be taken into account. In companies where business travel is the norm for its employees, there are additional points to consider

**Do you have a travel safety policy?**

**Do you provide travel risk information, before and during travel, and tracking options for your staff?**

**Do you provide appropriate training for staff?**

**Are you doing enough to take care of your employees whilst they travel and make sure that they have 'peace of mind.'**

### TOP TIPS

- Review all current Risk Assessments
- Safety plans for remote workers – review and update them regularly
- Review crisis management plans for an unforeseen event for travelling employees
- Develop core security awareness briefings
- Provide travel advice to overseas or travelling employees
- Test response plans - regularly
- Key stakeholders - test their roles and responsibilities
- Test the media plan
- Review and test out-of-hours communication plans

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# DUTY OF CARE - ARE YOUR EMPLOYEES SAFE?

## THE INKERMAN GROUP IS HERE TO ASSIST

The Inkerman Group has been supporting businesses with Duty of Care solutions and practices for many years - through the development of technology and systems and utilising highly experienced, focused operational personnel, we can provide support and solutions to meet each company's specific needs.

We do not just provide a service 'in a box' - we provide a tailored response, working with clients to support and guide them through the various aspects when mitigating risks to employees and, therefore, to their businesses. As a result, we develop specific solutions, based on existing operating protocols and develop a way forward to mitigate any identified or potential crisis points before they happen.

We understand that, in today's global business environment, there are many challenges facing companies and their employees when delivering services and products. Sometimes issues of employee welfare can be overlooked when operating in a pressured environment such as:

- Increased workloads
- Excessive working hours
- Outdated management practices
- Ad hoc attention to Health & Safety issues
- Unsafe working practices
- Lack of risk mitigation for Lone and Remote Workers
- Outdated policies and procedures



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# DUTY OF CARE - ARE YOUR EMPLOYEES SAFE?

## THE INKERMAN GROUP APPROACH

Our approach is to take the strain and to support already pressured businesses by providing a timely service to assist in planning or in response to an unforeseen event with our comprehensive range of services:

- Development of plans and strategies for emergency situations
- Delivery of Audits and Assessments for regulatory compliance and “best practice”
- Conduct Emergency Response Assessments
- Business Impact Analysis to identify critical business processes and generate content for Business Continuity Plans
- Provision of 24/7 real-time employee tracking and monitoring
- Travel advice and assistance, both pre- travel and whilst traveling
- Provision of emergency help lines and crisis support
- Specialist response and support personnel
- Training needs analysis and reviews
- Provision of Risk and Threat Assessments
- Communication channels for employees to be able to raise concerns

For a free confidential and no obligation conversation with one of our consultants please contact

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# DUTY OF CARE - ARE YOUR EMPLOYEES SAFE?

## CASE STUDY ONE

### International Travel Safe Advice Services

#### PROBLEM

An international company, with a significant number of global travellers through its international business units required a solution surrounding the monitoring and alerting of travellers by geographical location, if an unforeseen natural or security event occurred.

The solution had to be comprehensive in terms of information delivery and monitoring, but flexible enough to be able to develop via natural growth, acquisition and use by specialist subcontracted companies and expats.

Solutions all needed to be based on providing timely employee travel information, including 'on the move' using multiple travel providers and multiple languages.

The creation of a unique bespoke client travel solution encompassing:

- Employee Travel System - taking individual employee travel information from multiple Global Distribution Systems via multiple Travel Management Companies, to one central location accessible by Corporate Security and Travel Managers
- Employee access to a bespoke travel information system updated dynamically in real-time listing detailed country information accessible on the move and via the client's Intranet
- Pre-travel advice issued to travelling employees directly to their company e-mail account, that is auditable
- Alert notification service utilising e-mail, SMS and voice for all employees regardless of time zone or geographical location on a 24/7 basis
- Operational support via hosted Helpline answered in client's preferred manner by security professionals
- Interface with client's global medical provider ensuring timely security advice or support in times of crisis or escalation

#### CLIENT BENEFITS

- A holistic flexible solution dovetailing into existing management and service structures
- Consolidation of all detailed travel information in one place, remotely accessible whilst being secure
- Clear escalation plans developed surrounding all national business units ensuring individual client welfare and security needs were met under specific country legislation

**A SOLUTION, ON TIME, ON BUDGET**

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# DUTY OF CARE - ARE YOUR EMPLOYEES SAFE?

## CASE STUDY TWO

### Safety Management of Lone and Remote Workers

#### PROBLEM

Large operational service provider at national level offering support in the public sector required a solution to safely manage its lone and remote workers.

The requirement was to be easy to operate, use existing communication hardware, be fully flexible, allow for the development of multiple user groups and hundreds of end users whilst being complaint and auditable.

#### SOLUTION

- Provision of a software application suited to all existing in user hardware
- Simple and clear operation for end users
- Able to meet and exceed current client requirements and BS8484 guidelines
- Clear escalation procedures to meet client's requirements by day or night
- Support to employees when needed using a 24/7 operational support team

#### CLIENT BENEFITS

- Employee safety solution in advance of required timeframe and on budget
- Meeting employer's Duty of care requirements
- Peace of mind for employees and families
- Proven risk management and response in a short space of time when an employee suffered an unforeseen event at a remote location that needed support and assistance out of hours from operational staff and colleagues, which resulted in an expedient safety solution



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# - are you sure your employees are safe?

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