

WINNER FOR DUTY OF CARE AMBASSADOR

CHRIS HART HAS SAFETY AT HEART

How to Develop Safe Travel and Event Security Processes

Chris Hart, winner of the 2023 Duty of Care Ambassador Award, has created effective programmes dedicated to safe travel and event security.

Chris is a Travel Security professional who has spent his career protecting travellers. He now leads a world class Travel Security Programme for Takeda Pharmaceuticals, a global biopharmaceutical company with 50,000 employees. As Chris says, *'I take employee travel safety personally. It is my job. It is my responsibility.'*

Chris continually reviews all Takeda's programmes and processes to find even better ways to improve safety. He is keen to work in teams and build partnerships and ensures that the programmes they develop are communicated to and understood by employees worldwide.

Here are just some of the things Chris has done:

Focused on Ukraine During the Months Leading up to the Invasion

Chris worked with the local head of office, who was an expatriate, helping her and her family safely leave the country. Chris also worked with the local office to help keep staff safe and continues to do so.

Built an Automated Process for Collecting and Storing Vital Information on Takeda's Expatriate Population

This sends a questionnaire to expatriates prior to their deployment and at regular intervals during their deployment. This process ensures critical information about them and their families is immediately available to support them if needed.

Built a Process for Reviewing and Approving High Risk Travel for Employees

This involves flagging these bookings in the system, sending the traveller appropriate initial information, seeking approval for travel and providing support as needed.

Revamped Takeda's Annual Hotel Reviews

The new process is risk based; it begins with a questionnaire to all sites, then narrows down to personal reviews for all high-risk sites.

Created an Internal TravelSafe Website

This website provides critical information to Takeda travellers. The site is useful, intuitive and updated frequently.



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Led a Team to Review the Risk Faced by Country

Led a team to review the risk faced by country General Managers and recommend the level of local support needed. This process takes into account the GM's personal and family profile as well as the location rating and business profile. This solution is well received by business leaders.

Led a Team to Develop Senior Executive Travel Risk Profiles

Similar to the country GM process, this takes into account their personal profile. It helps keep executives safe and presents the data clearly.

Implemented Procedures for the Global Security Operations Centre

This is to ensure all responses are well thought out and handled in a timely way appropriate to the unique situation. In addition, Chris routinely trains the operators about these procedures.

Developed a Rating Matrix for Global Events

This allows for standardised review and rating of each event to determine the amount of security support required.

Leads Both a TravelSafe Council and an Event Security Team

They meet monthly to review upcoming trips and events and ensure support is provided at the right place and right time.

Recognises that Takeda is a Decentralised Organisation

Hence, works closely with local leaders to help them make the right decisions. He does this by working as an ally, spelling out the risks along with options for mitigation.

Scott Derby, Director, Concludes

'The impact of these achievements is clear. Our employees and executives are safer when they travel. They receive better information and resources and have an identified ally when they need further support. They feel safe when they travel, knowing there is a thorough risk management program to support them. Chris Hart is the driving force behind Takeda's best-in-class TravelSafe success.'

Key Elements

- Work with senior managers and local leaders to develop appropriate programmes
- Carry out risk assessments for travellers and key events and clearly communicate outputs
- Automate collection of all relevant data where possible
- Keep all projects and activities under regular review



Chris Hart,
Senior Manager Travel and Event
Security, Takeda Pharmaceuticals