

## MANAGING TRAVEL DISRUPTIONS

Delays and disruption to travel for circumstances such as terrorist activity, adverse weather conditions or isolation requirements can be both costly for the business, and stressful for employees. Have a clear travel policy in place so your employees know how to act should they encounter any problems when travelling for work or leisure.

### What you need to know...

#### COSTS OF TRAVEL DISRUPTION



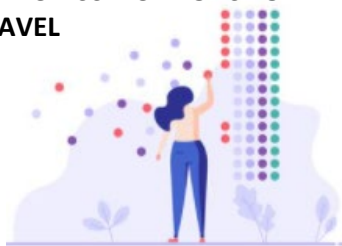
- Direct financial costs - last minute tickets and accommodation.
- Health and safety risks to employees when travelling to certain countries.
- Stress to the employee - travel disruption can be stressful, especially if the employee is stuck abroad. They may be concerned that they have bills to pay and don't want to lose their job.
- Lost hours of productivity, however remote working might mitigate this.

- You are not required to pay your employee if they are unable to get to work due to adverse weather following leisure travel.
- There is also no legal right to paid time for travel days, unless the travel itself is constituted as working time. You should have a policy to clarify what is paid when travelling for work.
- If an employee is required to work outside the UK for more than 4 weeks, then revised written terms must be agreed before they leave.

#### LEGAL OBLIGATIONS



#### CONTRACTUAL CLASSIFICATIONS FOR BUSINESS TRAVEL



- **Single business trip:** a trip of less than 31 days.
- **Short term assignment:** a trip of between 4 and 52 weeks. This will require revised written terms of employment
- **Long term assignment:** a trip of 1 year or more. A new contract of terms and conditions would be expected, which should consider relocation expenses, support/travel allowances and insurance for the employee and accompanying family.

### What you need to do...

#### BE PREPARED



- Transparent travel policies that outline instructions in the event of travel disruptions and policies that control how overtime and expenses are approved.
- Have a plan to deal with travel disruptions due to adverse weather conditions or other issues.
- Consider a Business Continuity Plan to deal with emergencies and ensure employees are able to function quickly in the event of a disaster.
- Budget for extra costs for business travel to ensure employees are taken care of and can stay productive if travel disruptions occur. Ensure employees record and report any extra expenses.
- Be clear how policies differ for work and leisure travel.

Before approving any business travel or holiday requests, make sure you consider any possible implication of travel, for example:

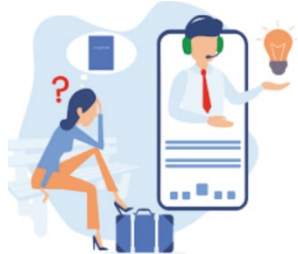
- Terror alert levels
- Health pandemics requiring vaccination / periods of isolation
- Local weather conditions (e.g. rainy season)

Consider how these elements may affect travel and return – for example will the individual be required to self-isolate on their return?

## BE AWARE OF GLOBAL CIRCUMSTANCES



## IN THE EVENT OF TRAVEL DISRUPTION



- Keep an open line of communication should they need your assistance with rebooking travel or accommodation etc.
- Consider alternative working patterns - such as remote working, Video Conferencing calls or rescheduling projects or meetings, if possible.
- Deal with issues fairly and consistently to retain a good working relationship with employees

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