# Duty of Care Standard

## Related Policy

* Alight Global Safe Travel Policy

## Purpose

Duty of Care is the proactive monitoring, analysis, anticipation, and assistance for global situations that may create risk to Alight travelers and expatriates. Various procedures and processes are utilized to track, locate, and communicate with travelers as appropriate. Response protocols are available to evaluate travel emergencies and provide for medical, evacuation and/or relocation services. Global Security Services (GSS) Global Emergency Operations Center (GEOC) is responsible for assessing and disseminating information on travel risk.

## Standard Statements

### Duty of Care Standard

* 1. GSS GEOC is responsible for assessing and disseminating information on travel risk.
  2. GSS GEOC will administer or employ tools and processes for tracking traveling colleagues that is updated and accessible on a 24x7 basis.
  3. GSS GEOC will track, monitor, and communicate with Alight colleagues in the event of an emergency.
  4. GSS GEOC subscribes to programs that provide effective emergency security evacuation support and emergency medical evacuation and repatriation support for all global travelers and expatriates.
     1. Colleagues travelling are provided access to an on-line planning tool to obtain location intelligence, general travel advice/tools, and maintaining their travel profiles.

## Communications

Questions regarding this Standard should be directed to GSS GEOC at [Global.EOC.Mailbox@aon.com](mailto:Global.EOC.Mailbox@aon.com).

## Legal Conflicts

Alight’s Security Policies and Standards were drafted to address the protections found in existing laws and regulations and may be amended as necessary due to law, regulation, or business requirements. There is no intent to conflict with relevant local laws or regulations. In the event of any conflict with relevant local laws or regulations, they will control.

Alight’s Security Policies and Standards may be supplemented by other policies or standards of Alight. In the case of a conflict or ambiguity, the more specific provisions of any such policy or standard of Alight shall take precedence over the more general provisions contained in Alight’s Security Policies and Standards.

## Exceptions

There are no exceptions to the application of the Alight Global Safe Travel Policy and the Duty of Care standard. Please contact GSS GEOC at [global.eoc.mailbox@aon.com](mailto:global.eoc.mailbox@aon.com) for further guidance regarding exceptions or variations.

## Related Documents

* [North America Travel & Expense Policy](http://ke.aon.com/us_travel/home/policy_procedures/default.jsp)

## References & Mandates

* Alight Global Safe Travel Policy

# Document Control Information

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| Primary Contact | Global Emergency Operations Center | [Global.EOC.Mailbox@Aon.com](mailto:Global.EOC.Mailbox@Aon.com) |
| Version Number | 1.5 |
| Owner | Alight Global Security Services | Global Emergency Operations Center |
| Author(s) | Alight Global Security Services | Global Emergency Operations Center |
| Approved By | Jim Hartley, Chief Information Security Officer |
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| Information Classification | General Internal – Low Business Impact (Green) |

# Revision History

Revision History

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| --- | --- | --- | --- |
| Revision Level | Date | Description | Change Summary |
| 1.0 | 2012 March | Original | Restructured policy due to Aon Hewitt acquisition |
| 1.1 | 2013 June | 2013 Annual Review | Reviewed and validated |
| 1.2 | 2014 June | 2014 Annual Review | Standard has moved from CSSP to GEOC and renamed. Standard has been reviewed and validated. |
| 1.3 | 2015 June | 2015 Annual Review | Reviewed and validated |
| 1.4 | 2016 July | 2016 Annual Review | Clarified wording and replaced all instances of Security Risk Management (SRM) with Global Security Services (GSS) to reflect new organization name. |
| 1.5 | 2017 May | 2017 Rebranding | Rebranded policy due to Aon Hewitt divestiture |
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