DUTY OF CARE · BUSINESS TRAVEL

# What the law expects of you.

As soon as an employee goes to work abroad, two days at a trade fair in Milan or three weeks on a site in Houston, you look after their safety as you would at the office. The right question: what did you plan, and can you show it?

**FR** In France, employers must protect their employees' health and safety, including on assignment abroad.
Labour Code, art. L4121-1

**CH** In Switzerland, employers protect the worker's personality and health, including when working abroad.
Code of Obligations, art. 328

Fictional example: a technician on assignment in Houston is hospitalised after an accident. Depending on applicable schemes and benefits, costs may still need funding. Before departure, who had assessed risks, planned emergency help and checked cover?

THE FIVE OBLIGATIONS

## What to do, and the evidence to keep.

### 1 Assess, decide and monitor risks

Adapt prevention to the mission, place and traveller. Read official advice, check suppliers and decide on measures. Reassess when circumstances change; plan how to contact each person. Consult the CSE on the DUERP and updates where it exists. [F1][F2][S1][S2]

**TO KEEP**
Dated assessment, sources, decision and measures; author; consultation record.

### 2 Arrange care and its funding

Plan emergency help, assistance, medical costs and return according to risks. Compulsory schemes, agreements and policies have different scopes and limits. General safety rules do not prescribe one particular travel policy; also check country and visa requirements. [F1][S2]

**TO KEEP**
Emergency arrangements, policies, applicable benefits and stay certificates.

### 3 Inform and prepare the traveller

Provide risks, instructions and useful contacts before departure; update them when needed. Arrange suitable training. Delivery and reading records help document information; they alone do not establish the effectiveness of all prevention. [F1][S2]

**TO KEEP**
Instructions and edition received; dated delivery, reading and training.

### 4 Check stay formalities

Determine the applicable social scheme and request the right certificate: A1 or an agreement certificate where conditions are met, otherwise local rules. For assignments from France lasting over four consecutive weeks, provide the written information under R1221-36 before departure. [F4][F5][F6][F7]

**TO KEEP**
Official certificate; checked information, delivery and transmission proof.

### 5 Report accidents to the competent bodies

France: a mission accident is presumed occupational unless the mission was interrupted for personal reasons; report within 48 h of learning of it, excluding Sundays and public holidays. Switzerland: promptly notify the LAA insurer; non-occupational cover requires at least 8 h/week with the same employer. [F8][F10][S3][S4]

**TO KEEP**
Official report, receipt and follow-up; separate travel-insurer claim.

2 PAGE 2 The ISO 31030 grid → 7 steps, who does what

3 PAGE 3 The action plan → To tick, in time order

4 PAGE 4 Assess and prove → Levels, evidence file, sources

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DUTY OF CARE · ISO 31030

# The ISO 31030 grid, in 7 steps.

Maximum helps you document your Duty of Care in practice (legal obligations in France and Switzerland) while aligning with the international recommendations of ISO 31030:2021.

**The law** — France and Switzerland → **ISO 31030** — 22 recommendations → **13 functions** — the software → **Evidence file** — in one click

## 1 The framework

Policy, roles, travellers

3 recommendations

**MAXIMUM** Your policy, your roles and the list of travellers, stored and dated in the company space.

**YOUR PART** **Approve the policy and the roles.**

Company space · Approval · Open Booking

## 2 Leadership

Commitment and objectives

2 recommendations

**MAXIMUM** Management's commitment, your objectives and every review, kept.

**YOUR PART** **Approve the commitment and set the objectives.**

Company space

## 3 Before each departure

Assess the risk

5 recommendations

**MAXIMUM** Every stay assessed with dated sources, reviewed when advice changes; traveller needs and providers checked.

**YOUR PART** **Approve each departure.**

Risk scoring · Cyber risk · Approval · Inclusive profiles · Providers

## 4 Before each departure

Protect and prepare the traveller

5 recommendations

**MAXIMUM** The insurer arranges care and repatriation; the traveller gets their briefing, their formalities are prepared.

**YOUR PART** **Check the cover and validate the formalities.**

Maximum insurance · Briefing and quiz · Cyber risk · Formalities

## 5 During the stay

Stay in touch

2 recommendations

**MAXIMUM** Stay thread, check-in and SOS; position is shared only if the traveller agrees.

**YOUR PART** **Handle alerts and messages.**

SOS and check-in · Map and GPS · Business / Leisure · Company space

## 6 Afterwards

Incidents and lessons learned

3 recommendations

**MAXIMUM** Incidents followed to the fix, accident reporting deadline reminded, review on return.

**YOUR PART** **Record the corrective action, report the accident.**

Near-misses · Company space

## 7 Prove

Records and archiving

2 recommendations

**MAXIMUM** Every action dated and chained; the evidence file exports in one click and is archived monthly.

**YOUR PART** **Export the file when you are asked.**

Audit trail · Company space

ISO 31030

ISO 31030:2021 is a guidance standard: unlike ISO 9001 or ISO 45001, it is not designed for certification. ISO 31030 contributions are Maximum's functional interpretation of the ISO 31030:2021 guidelines.

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THE ACTION PLAN

# In practice, in time order.

To tick, with or without a tool. The red number refers to the obligation on page 1; references point to the sources on page 4.

## ONCE · THE FRAMEWORK

- [ ] 1 Include foreign assignments in the French DUERP; arrange prevention, emergency help and CSE consultation where it exists. Adapt the Swiss programme to applicable rules. [F1][F2][S1][S2]
- [ ] 1 Name who decides, handles alerts and substitutes for absentees; provide authority, resources and written instructions. [F1][S2]
- [ ] 2 Choose and check arrangements to organise and fund care and return; check the policy, exclusions and countries covered.

## BEFORE EACH DEPARTURE

- [ ] 1 Assess destination, route, mission and traveller risks; check accommodation and transport. Keep sources and their dates. [F1][F2][S1][S2]
- [ ] 1 Decide: approve, approve with conditions or refuse; record author, date, reasons and measures to apply.
- [ ] 2 Check the traveller's benefits and certificate for their dates, destination and activity.
- [ ] 3 Deliver and explain instructions, risks, contacts and emergency procedure; retain the edition received and delivery, reading and training records. [F1][S2]
- [ ] 4 Check A1/posting with the competent authority: eligibility depends on country and circumstances, including multi-state work. Check visas, permits and local rules. For a French assignment > 4 weeks, deliver R1221-36 information before departure and retain proof. [F4][F5][F6][F7]

## DURING THE MISSION

- [ ] 1 Monitor advice and events; check planned stays, maintain contact and reassess changes or alerts. GPS use must remain proportionate, transparent and limited. [F1][D1][S1]
- [ ] 3 Send updated instructions; record decisions and follow-up of reported danger. [F1][F11][S2]

## IF AN ACCIDENT OCCURS

- [ ] 5 France: report to CPAM within 48 h of learning of the accident, excluding Sundays and public holidays, and give the employee the accident form. Death: notify the competent inspectorate within 12 h of death, or of learning of it if later. Switzerland: promptly notify the LAA insurer. [F8][F9][S4]

> **In immediate danger, call local emergency services. Contact assistance under the policy and inform the employer; a software SOS does not confirm dispatch of help.**

## ON RETURN AND WHEN RETAINING EVIDENCE

- [ ] 1 Collect incidents and near-misses; define and follow corrective actions. Export useful records and retain full evidence separately. Set appropriate retention periods; French DUERP versions are retained for at least 40 years. This period does not indiscriminately apply to private or GPS data. [F12][D1][S1]

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GOING FURTHER

# Assess your programme, then track it.

Level 1 · Free

## Maturity self-assessment

In 15 questions, see where your Travel Risk Management programme stands against the five Duty of Care obligations and the recommendations of ISO 31030:2021. You get an indicative score and your action priorities straight away.

15 questions · about 10 minutes · instant result

Start the self-assessment →

Level 2 · Included in the plans

## ISO 31030 grid in your workspace

Your company workspace sorts your records into the 22 points of Maximum's ISO 31030 grid: policy and roles, pre-departure assessments, instructions and acknowledgements, stay monitoring, incidents, archiving. You can see at any time what is documented and what remains to be done, and you export the grid with your evidence file.

22 points · updated with every action · PDF and JSON export

See the plans →

WHAT YOU CAN SHOW

# A stay's evidence file, in one click.

## The stay file

Exported in one click, whenever you are asked.

ZIP · PDF · JSON · SHA-256

**dossier.pdf**
The summary, readable by anyone.

**destination/ · contrats/ · brief/**
The destination sheet, the policies, the brief as read.

**preuves/**
One dated record per function.

**dossier.json**
The same data, for your tools.

**audit/**
The log of actions and reviews.

**manifest.json**
Each file's SHA-256 fingerprint.

SOURCES

Checked on 2026-10-04

| | | |
|---|---|---|
| F1 | Labour Code L4121-1 · prevention | code.travail.gouv.fr |
| F2 | Labour Code L4121-3 · assessment / CSE | code.travail.gouv.fr |
| F3 | Cass. soc. 25/11/2015, 14-24.444 | legifrance.gouv.fr |
| F4 | R1221-36 · assignment > 4 weeks | code.travail.gouv.fr |
| F5 | R1221-37 · delivery before departure | code.travail.gouv.fr |
| F6 | R1221-39 · proof of transmission | code.travail.gouv.fr |
| F7 | CLEISS · posting certificates | cleiss.fr |
| F8 | ameli · report within 48 h | ameli.fr |
| F9 | R4121-5 · fatal accident / 12 h | code.travail.gouv.fr |
| F10 | Cass. soc. 19/07/2001, 99-20.603 | legifrance.gouv.fr |
| F11 | L4131-4 · reported danger materialised | legifrance.gouv.fr |
| F12 | L4121-3-1 · DUERP retention | code.travail.gouv.fr |
| S1 | CO 328 / 328b · FDPIC | edoeb.admin.ch |
| S2 | LTr art. 6 · SECO | seco.admin.ch |
| S3 | LAA · cover, Suva | suva.ch |
| S4 | LAA art. 45 · notification | fedlex.admin.ch |
| S5 | FSIO · posting / ALPS | bsv.admin.ch |
| S6 | Suva · LAA claim form | suva.ch |
| D1 | CNIL · monitoring employees | cnil.fr |
| I1 | ISO 31030:2021 · official page | iso.org |
| M1 | Catalogue of the 13 functions | maximum-insurance.com |

All sources online

## What next?

Individual factsheet · Company factsheet

**Free self-assessment**
15 questions, instant result

**Watch the demo · 3 min**
The HR tour, up to the evidence file

**Cover your team**
Online, software included

Scan to start

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