RIMS 2015
ANNUAL CONFERENCE & EXHIBITION >> APRIL 26-29

NEW INNOVATIONS >> NEW ENCOUNTERS >> NEW KNOWLEDGE

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Should We Stay or Should We Go: Preparing for Risk in Today’s Unpredictable World

Speaker: Renee Sprole, Director, Response Services, Global Rescue LLC
Today’s Objectives

1) Highlight key areas where risks can materialize and provide insights on how to plan for those challenges

2) Consider leveraging simple framework in setting your organization’s plans

3) Share two scenario planning cases to highlight use of framework

4) Use of “risk map” for your organization's threats

5) Identify steps for the creation of travel risk management protocols that are appropriate to your areas of travel and your sites around the world
The Need for Preparedness

The challenges of 21st century threats

Natural Disasters 1900 – 2012
(International Disaster Database)

Terrorist Incidents 1970 – 2013
(Global Terrorism Database)
The Need for Preparedness

Duty of Care: A Two-Way Street

**Duty of Care** is the legal obligation an organization has to provide its stakeholders with the necessary information, resources, and reasonable care to ensure their health, safety, and security. Employees need to be aware of the risks that they may face and associated liability in face of emerging situations or crises. **Duty of Loyalty** is a person’s actions that support one’s own welfare and a responsibility to your firm.
MANAGING TRAVEL RISK
Corporate Travel Advisory/Restriction Framework

• Planning for your Travelers: Policy Choices
  – No Restrictions on Travel
  – Business Critical Travel Only
  – Banning Travel

• Planning for your Sites: EAPs
  – Preparedness for Crisis or Threat
Setting A Course for Success: Identifying the risks faced by employees

- What Are The Risks of (Extended) Travel?
- How Can A Cultural Immersion Mentality Impact Risk?
- How Can Our In-Country Infrastructure Contribute to Risk?
- How Can We Create Clear Actionable Plans?
Case Study: Travel Risk Management – Single Location

Texas A & M University

• Texas’ oldest university
• 50,000 students worldwide
• Opened campus in Doha, Qatar in 2003
• 1,000 expatriates and students
• Concerns
  • Medical events
  • Security events
  • Political unrest / terrorism
  • Business process shutdown
  • Regional conflict
Case Study: Travel Risk Management – Single Location
Texas A & M University

Formal Risk Evaluation, Planning Session & Live Drill for SITE

- Analyzed their exposures
- Scenario analysis & tabletop exercises
- Emergency action plans (EAP)
- Live training & rehearsals
- Emergency operations center creation (EOC)
- Integrated medical and security crisis response vendor
Case Study: Travel Risk Management - Multiple Travelers

- One of the world’s largest sellers of tobacco products
- Supply chains worldwide
- Employees with frequent global travel
- Concerns
  - Medical events
  - Security events
  - Regional conflict
  - Political unrest / terrorism
- Leverage Framework to assess circumstance and triggers for action

Frequency

Severity

- Political unrest / terrorism
- Security events
- Regional conflict
Case Study: Travel Risk Management
Multiple locations

- Analyzed their exposures
- Emergency Action Plans (EAP) for locations: site employees and travelers
- Implemented
  - Traveler tracking using natural language parsing and GPS
  - Intelligence feeds to travelers and site managers:
    - Destination reports
    - Pushed alerts
  - Enterprise communication fully integrated, including Mobile application
Travel Risk & Crisis Management: Leverage the Framework

Prepare

- Identify your exposures for the individual traveler and for your site(s)
  - Only two criteria matter: Frequency and severity

Monitor

- Tabulate your footprint (Use tools to do this)
  - Static locations
  - Mobile assets and travelers
- Build protocols and SOPs
  - Train to these protocols
  - Require compliance
- Monitor and keep track of your exposures
Travel Risk & Crisis Management: Leverage the Framework

- Provide intelligence and awareness resources to stakeholders
  - Give them the intel / tools to avoid emergencies
- Build, implement and train crisis response protocols
  - Command and control
  - Communications
  - Shelter in place procedures
  - Rally points
  - Evacuation triggers
- Retain resources that can “flex” to meet demand
- Develop deployment capability
  - There is no “truth” like “ground truth”
Travel Risk Management Checklist

Mitigating Travel Risk

Your Organization:

☐ Know Destination Risk
☐ Understand your Travelers’ Profiles
☐ Create a Culture of Readiness
☐ Pre-determine your approach to Duty of Care
☐ Identify resources to support the organization and the individual
☐ Pre-determine your approach within Travel Framework
☐ Maximize resiliency: create Emergency Action Plans

Your Travelers and Employees [need to]:

☐ Have cultural awareness of destination
☐ Know what to expect abroad
☐ Understand how to Reach Out for Help
☐ Know the EAP! Train to it!
We welcome you to experience the difference

GLOBAL rescue

10 Years | 5,000 Missions | 1 Company

Questions? Please contact rsprole@globalrescue.com