



Developing Safe & Savvy Travelers

International SOS and Control Risks

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Speaker



Zachary Falk,
Regional Security Manager, Americas,
International SOS & Control Risks



Agenda

- Duty of Care
- Security Issues for Travelers
- Top Security Threats Experienced by Employees
- Six Principles of Security
- Road & Hotel Safety
- Best Practices



Control Risks

Why We Should Be Concerned

- A Plan is EXPECTED
 - “Failure to Plan”
 - “Duty of Care”

Solving the
Duty of **Care**
puzzle.

Duty of Care

“Obligations to act toward others and the public in a prudent and cautious manner to avoid the risk of reasonable **foreseeable** injury to others.”



Control Risks

Travel Risk Guidelines

➤ Most Have a Travel Policy, Few Have Health & Security:

- What standard support should every international traveler have?
- What training, orientation, screening, vaccinations, monitoring, kits?
- How do you pre-identify travelers to “high-risk” destinations and track them?
- How do you “approve” business critical travelers?
- What additional support do these “high-risk” travelers get?

➤ Some Processes:

- Build a travel risk matrix for health and security threats
- Build an escalation procedure for “high-risk” destinations

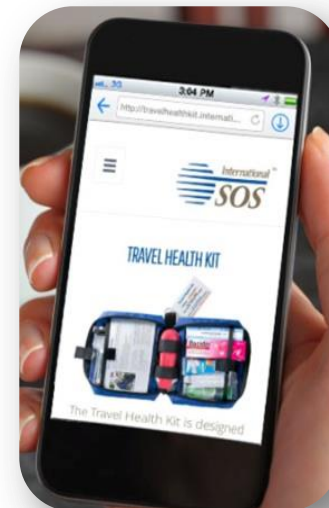
Level 1: Routine	Level 2: Alert	Level 3: Essential	Level 4: Extreme
Normal travel	Travel with enhanced precautions	Business essential travel ONLY	Restricted travel – Approval necessary
Manager To-Do			
No time-sensitive manager action	Identify travelers through tracking/travel system. Review active alerts from travel and assistance providers	Identify travelers through tracking/travel system. Review active alerts from travel and assistance providers Ensure medical/security briefing is completed	Identify travelers through tracking/travel system. Review active alerts from travel and assistance providers Ensure medical/security briefing is completed Provide recommendations and guidance on executive protection Crisis Management Team consideration of local evacuation plans



Control Risks

Pre-Trip Support

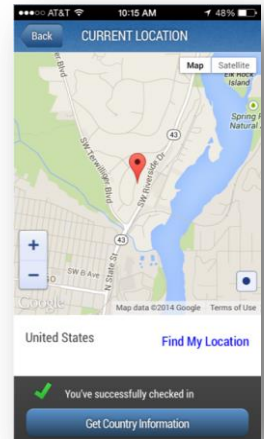
- Ensure Traveler is fit to travel
 - Coordinate with corporate medical department / Travel medicine
 - Contact Medical Assistance provider for support
 - Online medical questionnaire
- Equip Traveler
 - Personal Travel Health Kit
- Educate Traveler: Medical & Security



Control Risks

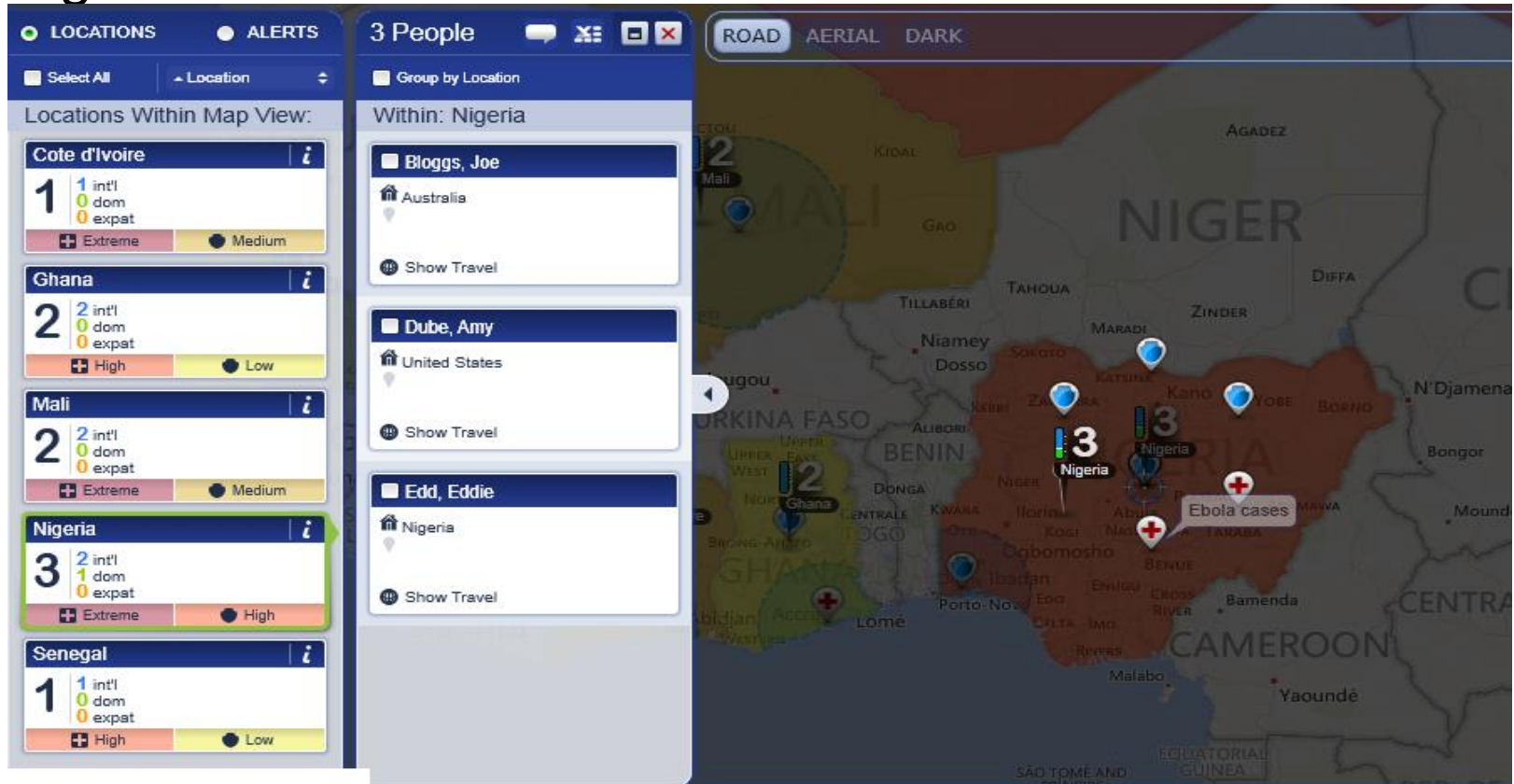
During Travel

- Seek Medical Assistance
- Remote Check in functionality
- Track affected Travelers
- Contact travelers if situation changes



Returning Travelers

- Track and monitor Returning travelers from affected regions



Medical Quick Wins



Health Security Risks:

- Health security is an important risk to be addressed;
- Various insurance policies are not enough;
- Plans reduce liability, maintain operations;
- Build but then maintain and monitor;
- Ready response as it will happen;
- A good plan and response saves lives, careers, profits, and brand.



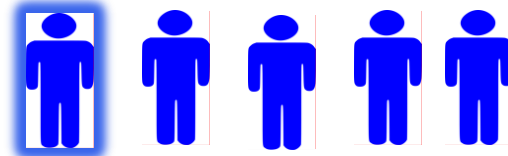
Control Risks

What is Preventable

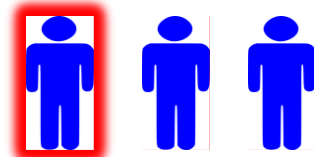
How Common is it?

Service: Intl.SOS medical professionals review cases to determine if pre-trip advice could have prevented incident. Prevented an unnecessary ER or doctor visit, or a serious case – **OUTCOMES:**

➤ Nearly **1 in 5** of all cases



➤ **1 in 3** Serious cases



➤ **21%** of simple, out-patient cases could have been prevented.

➤ **IMPLICATION:** Effective pre-trip advice, screening and personal medical supplies/kits limits unnecessary health incidents and save costs.

➤ **Cases:**

- 36y didn't bring enough medication
- 24y didn't get his Typhoid vaccination

Security Issues Facing the Traveler

Natural Disasters

Piracy

Opportunistic Crime

Terrorism

War

Lawlessness

Medical Illness

Hijacking

Typhoid Fever

Threats

Dengue

Imprisonment

Travel-related infections

Air Quality

Language and cultural barriers

Airline Catastrophes

Immigration & Visas

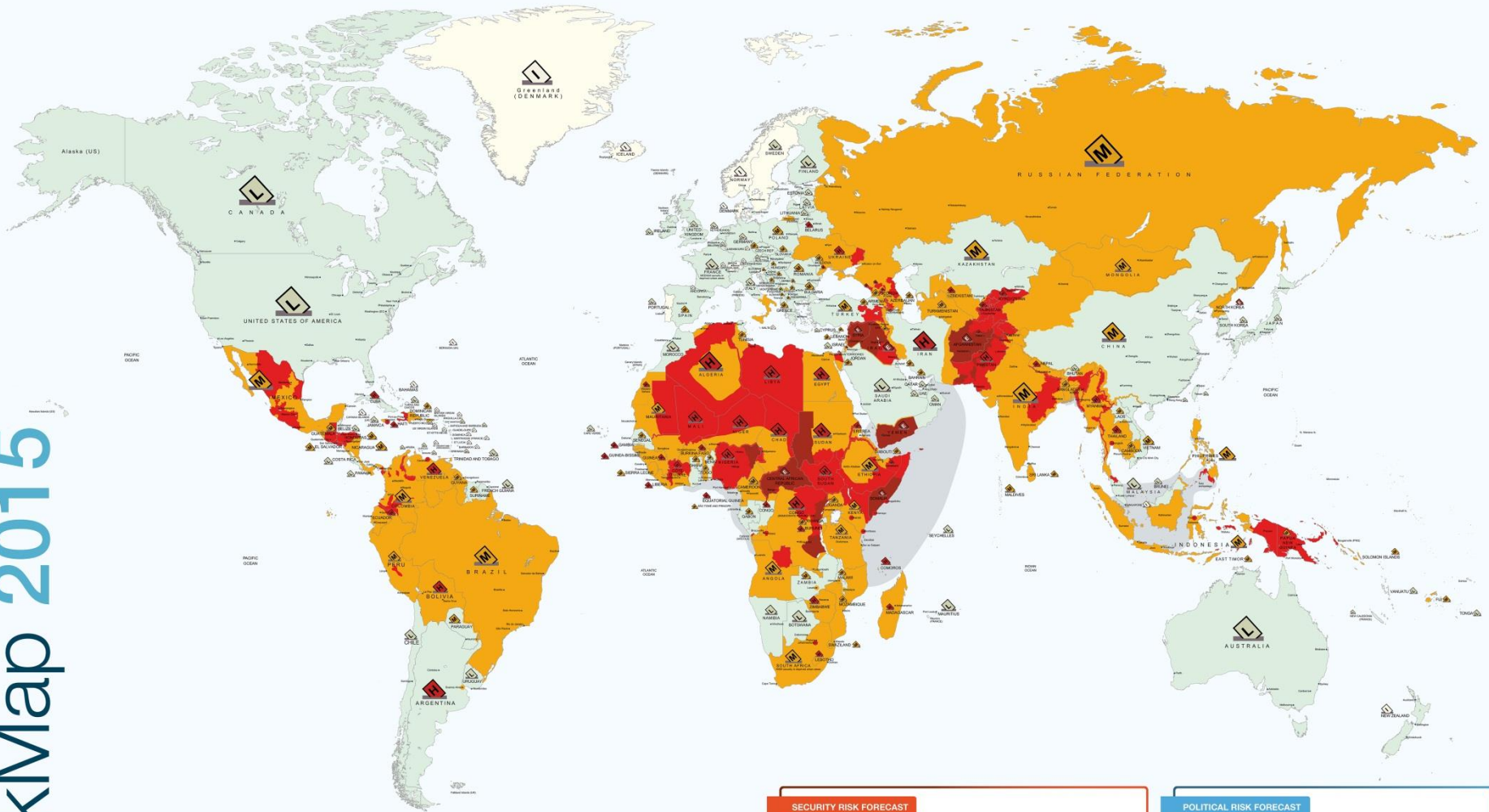
Rural Isolation



Control Risks

Control Risks

RiskMap 2015



SECURITY RISK FORECAST

INSIGNIFICANT LOW MEDIUM HIGH EXTREME

The security risk rating evaluates the likelihood of state or non-state actors engaging in actions that harm the financial, physical and human assets of a company. It assesses the extent to which the state is willing and able to protect those assets and the extent to which state or non-state actors are capable of harming those assets. The impact of security risk on companies can include theft, hijack, kidnap, damage to installations, information theft, extortion, fraud, expropriation and loss of control over business. Security risk may vary for companies and investment projects because of factors such as industry sector, investor nationality and geographic location.

PIRACY RISK Areas of heightened piracy risk.

POLITICAL RISK FORECAST

INSIGNIFICANT LOW MEDIUM HIGH EXTREME

The political risk rating evaluates the likelihood of state or non-state political actors negatively affecting business operations in a country. It assesses the extent to which the state is willing and able to guarantee contracts and the extent to which non-state actors may threaten the viability of business operations. The impact of political risk on companies can include negative government policy, judicial insecurity, exposure to corruption, reputational damage, expropriation and nationalisation, and international sanctions. It assesses the extent to which political, economic and institutional stability may enhance or diminish the likelihood of these risks taking place. Political risk may vary for companies and investment projects because of factors such as industry sector and investor nationality.

Top Threats Experienced by Employees

“Did your company have to deal with any of these threats to its employees during the past three years?”

- 1.Travel delays
- 2.Illness while on assignment
- 3.Lost luggage
- 4.Ash cloud
- 5.Lack of access to Western medical care
- 6.Opportunistic crime
- 7.Workplace accident
- 8.Road accidents
- 9.Civil unrest
- 10.Pandemic
- 11.Language/cultural estrangement
- 12.Remoteness of work location
- 13.Political upheaval
- 14.Hurricane, typhoon, tsunami
- 15.Earthquake



Source: 2011 “Duty of Care and Travel Risk Management Global Benchmarking Study” written by Lisbeth Claus, Ph.D, SPHR, GPHR, Professor of Global HR, Atkinson Graduate School of Management of Willamette University in Salem, Oregon.



Control Risks

Sources of Threat



Most common security risk:
Opportunistic / Petty crime



Most common safety risk:
Road traffic accident

Source: Michael T. Burkhart

Personal Security | Six Principles

- Preparation
- Awareness
- Low Profile
- Unpredictable Routine
- Communications
- Layered Protection

Aims:

- Practical – straightforward advice
- Promotes responsibility
- Empowers; does not scare the traveler



Preparation

- Research your destination
 - Multiple Sources
- Identify known threats
- Pack a “Go bag”
- Medical issues
- Legal / financial affairs in order



The screenshot shows the 'Control Risks' website interface. At the top, there's a navigation bar with 'Country Index', 'City Index', and an alphabetical index. Below that, there are sections for 'Headlines by location | 4 May 2012' categorized by region: Africa, Americas, and Asia & the Pacific. Each region has a list of news items with small icons representing the countries involved. For example, under Africa, there are items for Congo (DRC), Côte d'Ivoire, Madagascar, Swaziland, and Tanzania. Under Americas, there are items for Bolivia and Guatemala. Under Asia & the Pacific, there are items for Afghanistan, Bangladesh, Indonesia, Nepal, and Pakistan. The website also features a search bar and a 'Daily Summary' button on the left side.



Control Risks

Awareness

Two Types of Awareness:

- Situational Awareness
 - What is normal in this setting?
- Cultural Awareness
 - Understand society, customs, views



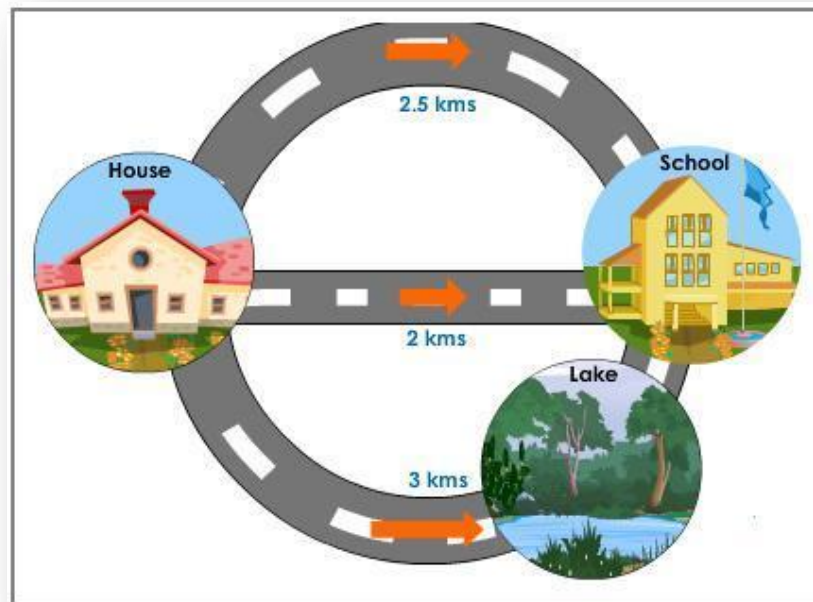
Low Profile

- ▷ Try not to attract unnecessary attention
- ▷ Avoid confrontation
- ▷ Make an effort to “fit in”
- ▷ Dress appropriately
- ▷ Stay out of media coverage



Unpredictable Routine

- ▷ Where are you most vulnerable?
- ▷ Vary routes on foot and in vehicles
- ▷ Vary timings for routine trips
- ▷ Avoid 'risk' areas
- ▷ Be aware of possible surveillance



Communications

- Keep regular communication with family, people back home, local office and headquarters
- Ensure redundancy in communications
- Know who to call in an emergency



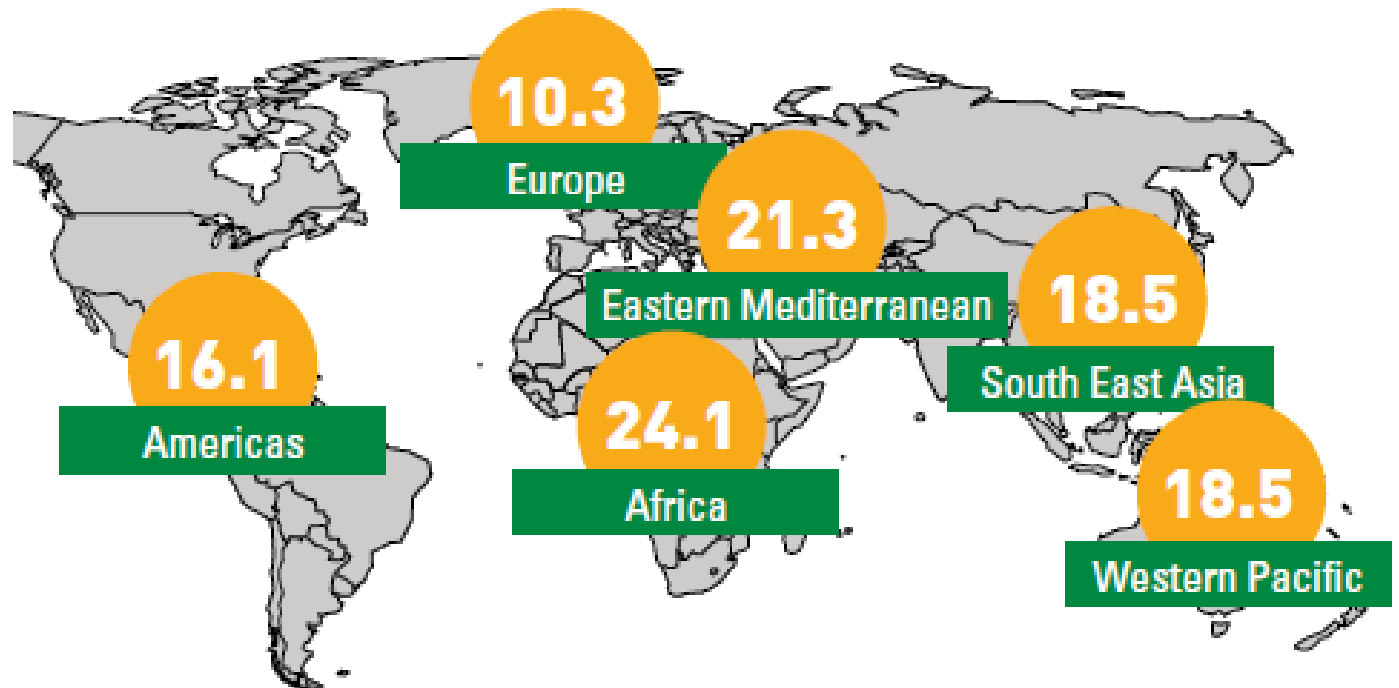
Control Risks

Layered Protection

- ▷ Conduct your own personal vulnerability assessment:
 - ▷ What kind of traveler am I?
 - ▷ When am I most exposed?
 - ▷ What threats are most likely to affect me?
- ▷ What principles do I need to work on?



Road Traffic Accidents



Road traffic fatalities per 100 000 population



Control Risks



Source: Global status report on road safety 2013
www.who.int/violence_injury_prevention/road_safety_status

Transport – Road Traffic Accidents



Image 1



Image 2

Company procedures; seek destination specific security advice prior to travel.

- Remove yourself from immediate danger.
- Do not move the vehicles or leave the scene of the accident.
- Wait for Police arrival / call
- Comply with accident reporting procedures
- Establish contact with your company
- Call local POCs, Embassy, Assistance Co.

If in danger, head to a safe haven and contact the authorities.

Additional Considerations: Road safety

On the road:

- Traffic accidents represent the main risk in a foreign country
- Avoid self-driving unless intimately familiar with the country
- In high-risk environments, know the route as well as safe areas
- Keep doors locked and windows rolled up at all times



Control Risks

Transport – Safety by taxi



- Use licensed companies only
- Agree on the fare before starting the journey if there is no meter
- Sit in the back seat
- Have an idea of the distance and direction of your destination and identify landmarks along the way
- Wear seat belt

Do not:

- Get into a taxi that already has a passenger
- Allow the taxi driver to take another passenger en route
- Put important items in the boot/trunk

Selecting a Hotel

- Conduct your own safety survey and maintain database with feedback
- Is there security staff on premises? Are there access control measures?
- Consider in context of itinerary - arriving late at night? Is it near place of business?
- Get input from local contacts and assistance provider
- Consider the surrounding neighborhood. Is it safe to walk around?
- High profile Western hotel chain vs. low profile? – location dependent



Additional considerations: hotel safety

At the hotel:

- Locate fire escapes, extinguishers and fire alarms
- Use the spy-hole and chain when answering the door
- Never leave your laptop or other mobile device unattended
- Don't leave business documents or itinerary unattended
- Avoid business conversations in the lobby or other public space



Additional Considerations: Road and Hotel Safety

At the hotel:

- Be vigilant at check-in; use company address
- Locate fire escapes, extinguishers and fire alarms
- Use the spy-hole and chain when answering the door; travel with a doorstop
- Never leave laptop or other mobile devices unattended; Don't leave business documents or itinerary unattended
- Avoid business conversations in public spaces; limit dissemination of personal info in lobby or hotel bar
- Do not display room number in public areas



Best Practices For Individuals & Organizations

- Understand your own responsibilities
- Think through your responses to anticipated threats
- In an emergency:
 - Stay calm – Go to safe haven- Seek help – Report incident
- No silver bullet, focus on common sense
- For organization:
 - Plan for different scenarios
 - Develop policies
 - Train the traveler and the expatriate
 - Seek to empower rather than scare



Questions

Contact details

24/7 ASSISTANCE CENTER:



+ 1 215 942 8226



www.internationalsos.com



www.controlrisks.com

International SOS Contacts



Zachary Falk



Zachary.falk@intlsos-cr.com



+1 215 942 8166

David Schulze

david.schulze@internationalsos.com

+1 781-341-3575



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