Duty of care
Protecting workers overseas

20 - 21 February 2013
Millennium Gloucester Hotel London Kensington

Attending this timely event will enable you to:

• Hear the latest advice on risks posed to workers travelling overseas

• Assess your organisation’s responsibility to protect the health, safety and security of employees and define where your organisation falls compared to others

• Examine the legal implications of managing employees overseas and hear the latest Duty of Care case law

• Hear how other companies have secured senior level buy-in for investment into travel risk management policies

• Revisit your travel and risk procedures - are they up to date and relevant to the areas you now operate in?
Who should attend?
The conference will provide the perfect opportunity to network with your peers from the industry and to swap ideas and best practice.

Anyone who is responsible for employees, volunteers or sub-contractors while they are working overseas will find the event especially useful, as will those professionals with an interest in duty of care and limiting employee exposure to risk, particularly those involved in the areas of:

- human resources, compensation and benefits
- risk management & safety
- security
- procurement
- operations
- medical
- business continuity
- insurance
- travel professionals

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Why attend this conference?
When employees work across borders, duty of care involves risk management beyond the usual health and safety requirements of a familiar environment. As workforces become more mobile, fulfilling duty of care can seem like a daunting task for employers which is made more challenging by the inconsistent standards across the globe.

The balance between having reasonable processes in place to protect staff overseas and conducting business in an efficient and profitable manner can sometimes be difficult.

As western companies seek to capitalise on increased consumer demand from emerging markets, it is many of these perceived high growth areas that are also deemed to be at high risk of terrorism, disease and riots.

Threats faced could range from theft of confidential and sensitive information, bribery, sexual assault to the more widespread and unpredictable issues of terrorism, political upheaval, infectious diseases, and natural disasters, all of which increase the risk to the business traveller and in so doing the potential liability of the employer.

A recent survey by International SOS pointed to an alarming lack of awareness among employers of their responsibilities towards staff on foreign assignment, with many employers displaying a distinct lack of awareness as to whether they had legal requirements for a duty of care provision.

Duty of care is not an ethical concern but a legal obligation which is embedded in workers compensation laws in the UK and can extend as far as the dependents of international assignees. By protecting your employees, your most valuable asset, you are protecting your business, financial and reputational risks.

By attending this conference, delegates will be able to hear the latest advice on risks posed to workers travelling overseas and assess whether their own in-house travel and risk procedures are up to date. Delegates will be able to ensure they adequately understand the legal implications and liabilities of managing overseas workers and that they are meeting their Duty of Care requirements.

The conference will provide an excellent opportunity to network with peers, swap ideas and best practice and meet face to face the technology providers who are offering solutions in this area.

For more information
Contact Caroline Fuller on +44 (0)797 4406 673
Email info@quaynote.com
Situated next to Gloucester Road underground station, with access to three major tube lines, the Millennium Gloucester Hotel London Kensington is located in central London in the fashionable district of South Kensington. It is easily accessible from both Heathrow and Gatwick Airports and London’s business districts. The hotel is close to Hyde Park, Royal Albert Hall, Kensington Palace and Gardens.

Millennium Gloucester hotel has 3 restaurants, the Bugis Street Brasserie offering Singaporean Chinese and Asian dishes, the South West 7, a private function room, and the Bombay Brasserie known for its Indian cuisine. Drinks are served in two cocktail lounges and a club bar. Olive’s Restaurant is chic and fashionable restaurant that serves international cuisine; Olives Bar is a favorite place to meet. Humphrey’s Bar is a great place for a relaxing drink.

The Conservatory is a truly stunning glass room, enhanced by its splendidly up-lit palm trees and will provide the perfect venue for the conference networking drinks reception.

We have room rates agreed with the conference hotel of £140 + VAT per night including full English breakfast. To book in at this rate please email groups.gloucester@millenniumhotels.co.uk giving your name, date number of nights and quoting the code QUAY190213. Alternatively call the hotel on 44 (0) 207 373 0409 quoting the code. We also recommend that delegates check the hotel’s website as there may be advance purchase offers available at a more competitive price.
Programme (subject to change)
Wednesday 20th February 2013

DAY ONE:

08.15 Refreshments, registration and exhibition
09.15 Conference organizer’s opening remarks
09.20 Welcome from the Chair
   Andrew Skehel, Regional Managing Director, International SOS

Session One: The Current Landscape

09.30 Overview of the risks facing employees in 2013
   - street crime
   - human rights violations
   - theft and assault
   - pandemics and disease
   - civil unrest & political instability
   - express kidnapping
   - natural disasters and black swan events
   Ed Daly, Director of Intelligence Operations, iJET Intelligent Risk Systems

10.00 BRIC countries and other hotspots - what is happening where
   - Mexico
   - Russia
   - Brazil
   - India
   - China
   Chris Torrens, Deputy Director, Global Client Services Europe & Africa
   Control Risks

10.25 The female traveller - what additional threats face women travellers and
    how can women better prepare for business trips?
   Rebekah French, The Inkerman Group

10.45 Why should companies be revisiting their travel and risk procedures?
   Matthew Judge, Managing Director, The ANVIL Group

11.05 Questions
11.15 Refreshments & exhibition
Programme

Wednesday 20th February 2013

Session Two: Duty of care perception & legal obligations

11.40 How is duty of care being interpreted by companies?
Professor Lisbeth Claus, Professor of Global Human Resources, Atkinson Graduate School of Management, Willamette University, Oregon and author of Duty of Care and Travel Risk Management Global Benchmarking Study.

12.05 Trends and recent developments on Duty of Care
recent case law
Johanna Johnson, Associate, White & Case

12.25 What your embassy can do in the event of a crisis
common misconceptions
Chris Hunter, Multilateral & Emergency Planning Team, Crisis Management Department, The Foreign and Commonwealth Office

12.45 Questions
13.00 Lunch & exhibition

Session Three: Engaging Stakeholders and Employees

14.00 Senior management buy-in - overcoming the hurdles towards investment into travel risk management tools and policies
Melanie Franklin, Founder and Chief Executive, Maven

14.25 Employee and volunteer education
How to warn employees and volunteers of risks
The mental strains of aid work - are you hiring the right staff?
Employee obligations - Do you know what this really means?!
Kate Nowlan, Chief Executive, CiC

14.50 Charities & NGOs – supporting staff in a challenging funding environment
overcoming budget restrictions
Ben Emmens, Senior Consultant, People In Aid

15.15 Questions
15.25 Refreshments & exhibition
Programme

Wednesday 20th February 2013

Session Four: Lone Worker and Travel Tracking Technology

15.50 Travel tracking solutions - learn how GPS can complement traditional tracking
   Tod Lockard, VP & Chief Marketing Officer, conTgo

16.15 Safety v Privacy Issues - what should companies be aware of when using traveller tracking technology?
   Charlie LeBlanc, Vice President, Security Services, FrontierMEDEX

16.40 Developing an international standard for cross border response
   Patrick Dealtry, Chairman of the BSIA Lone Worker section and independent consultant on lone working

17.05 Questions

17.15 Close of Day One and Networking Drinks Reception in The Conservatory

DAY TWO:
Thursday 21st February 2013

08.45 Refreshments

09.15 Welcome from the Chair
   Andrew Skehel, Regional Managing Director, International SOS

Session Five: Emergency Preparedness

09.25 Preparing for a trip - what factors should be considered when determining the needs of business travellers and short term assignees?
   “A Travel Management Company perspective”
   Adam Knights, Group Sales & Marketing Director, ATPI

09.50 How can cross-cultural awareness training improve safety?
   Andrew Kain, Founding Chairman, AKE

10.15 Hotel security - how can companies ensure they are meeting their duty of care?
   ● approving foreign hotels and ground transportation
   ● basic safeguarding rules
   Ed Daly, Director of Intelligence Operations, iJET Intelligent Risk Systems

10.40 Case Study - Evacuating a group of employees from Libya
   Pascal Michel, Deputy Director, Result Group GmbH

11.00 Questions

11.10 Refreshments & exhibition
Programme

Thursday 21st February 2013

Session Six: Managing workers during a crisis

11.35 Managing workers during crisis situations - how is the travel assistance industry keeping pace with the increase in corporate travel? 
Ted Jones, CEO, Northcott Global Solutions Ltd

12.00 Case Study - A complex Medevac from a medically underserved location
Dr. Larry Padget, Counselor for Medical Affairs, London Medevac Center, U.S. Department of State

12.25 Communicating in a crisis - protecting your reputation and brand
Simon Middlemist, Senior Business Continuity Consultant, Marsh Risk Consulting

12.50 Questions
13.00 Lunch & exhibition

Session Seven: Health

14.00 Getting the right advice from the right place
- What should a pre travel check entail and when should a trip be cancelled?
- Post travel screening
Dr Ted Lankester, Director of Health Services & Co-founder, InterHealth & 
Kerryann Cope, Patient Journey Manager & Travel Health Nurse, InterHealth Worldwide

14.30 Is your medical expense insurance adequate for the regions in which you operate?
Stephen Hartigan, Chief Executive Officer, InterGlobal

14.55 Health and safety in fieldwork
Dom Hall, Business Manager, Training Expertise Ltd

15.15 Refreshments & exhibition

15.40 Malaria and other infectious diseases
- hurdles around ensuring staff take adequate precautions
Dr. Elizabeth Wilkinson, Head of BA Health Services, British Airways

16.05 Lessons learnt from the flu pandemic?
Bob Piggott, Head of Group Contingency Risk, HSBC Holdings Plc.

16.30 Understanding the impact of destination and occupational risk
Dr. Dick Hooper, Regional Medical Director, International SOS & 
Dr Mike Causer, Senior Occupational Health Physician, Abermed

16.55 Questions
17.05 Chairs closing remarks
Registration Form

Complete all relevant sections of this form and either:

Fax: 44 (0) 20 8181 6662     Email: info@quaynote.com
Post: Quaynote Communications, Albion House, 7 Ulverston Road, London E17 4BN, UK.
Or register online at www.quaynote.com

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Delegate Fees

☐ Standard Delegate fee £450 + VAT  (TOTAL GBP £540)

Fees include 2 day access to the event, available conference papers, buffet lunch, refreshments and Cocktail Reception.
Additional requirements. Please describe them here.

Conference Papers

☐ I am unable to attend the conference. Please send me the conference papers on a memory stick for £220

How to pay

☐ Invoice     Please send an invoice to __________________________________________________________

☐ Cheque     I enclose a cheque made payable to Quaynote Communications

☐ Credit Card     Please debit _________________________ from my AMEX/Switch/Delta/Mastercard/Visa

Card Number __________________________________________________________
Expiration Date _________________________ Switch Issue No _____________________________
Signature _______________________________________

Terms and Conditions

This booking form constitutes a legally binding agreement. Payment must be paid in full prior to the event. Cancellations must be confirmed in writing one calendar month before the conference start date and will be refunded minus an administration fee of 100 GBP. We regret that no refund can be made after that date for whatever reason.