4th international conference on

Duty of care

Protecting workers and students overseas

23rd - 24th February 2016
The Tower Hotel, London

Chaired by  Sue Williams QPM International kidnap response expert

Speakers include:

Dr Mark Parrish  International SOS
Simon Hatson  Aquatera Energy
David Curran  Edson Tiger
Ivor Terret  AS Solution North America
Franz J.H. Polenz  Siemens
Paul Howlett  Siemens
Scott Desborough  Comic Relief
George Shaw  International Location Safety Ltd
Ali Köknar  Private security consultant
Kate Morton  Greenpeace International
Lloyd Figgins  LFL - Global Risk Mitigation
Matthew Judge  The ANVIL Group
Stuart Hughes  Adidas Group

Mark Wolsey  PwC
Iain Findlay  Black and Veatch
Colonel Sushil Pradhan  MitKat Advisory Services
Chris Kemp  British Broadcasting Company
Dick Atkins  International Recoveries, LLC
Bruce Craig  Pinsent Masons LLP
Andrew Kain  International Security Expert
Steve Bradley  International SOS
Ricus Groenewald  International SOS
Matt Ladbrook  Wilderness Expertise Ltd
Professor Neil Greenberg  King’s College London
Erin Steele  Atmospherics Unlimited Worldwide
Matthew Harding  Drum Cussac

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2015 has shown us that it is not simply those parts of the world with weak security, governance and civil order where our travellers could be at risk.

Major incidents affecting the health, safety and security of our travellers can strike anywhere at any time, without warning.

Yet without a robust crisis management plan in place, the impact of such incidents can be exacerbated and if duty of care is not robustly demonstrated by employer or institution, then the repercussions can be colossal, resulting in law suits and loss of reputation.

The future suggests an increase in corporate & scholastic travel with many organisations venturing to destinations outside of their historic territory. As new but unfamiliar destinations open up, organisations must now evaluate whether their duty of care policies and procedures are still adequate for the regions in which they operate.

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.

About the Conference

Who should attend?

Anyone responsible for the security, health & safety and wellbeing of employees, contractors, sub-contractors, volunteers and students while they are overseas will find the event especially useful as will those professionals with an interest in duty of care and limiting employee or student exposure to risk, particularly those involved in the areas of;

- Corporate & physical security professionals
- Human resources
- Health & safety
- Travel managers
- Risk management & insurance
- Assistance & rescue
- Legal (inhouse & private practice)
- Business Continuity
- University administration
- Operational security & intelligence
- Project advisers

Book online at www.regonline.com/dutyofcare2016
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.

Many organisations are still unclear as to the scope of their liability regarding duty of care. 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.

**Why attend?**

- Does your company need a crisis to demonstrate the need for a travel risk management programme?
- How do you counter the mindset of ‘nothing has happened so far’?
- How are business travellers being targeted for proprietary and confidential information?
- What policies should you introduce to mitigate risks posed by ‘bring your own device’ (BYOD) on overseas trips?
- How effectively have your local providers and third parties been screened?
- What duty of loyalty does an employee or student have to their company or institution?
- How do you overcome the challenges of implementing a behavioural code of conduct across the board?
- Can you risk assess your worst case scenario?

_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._
Sponsors and exhibitors

Platinum Sponsor

International SOS is the world's leading medical and travel security risk services company. We care for clients across the globe, from more than 850 locations in 92 countries. Our expertise is unique: More than 11,000 employees are led by 1,400 doctors and 200 security specialists. Teams work night and day to protect our members.

We pioneer a range of preventive programmes strengthened by our in-country expertise. We deliver unrivaled emergency assistance during critical illness, accident or civil unrest. We are passionate about helping clients put Duty of Care into practice. With us, multinational corporate clients, governments and NGOs can mitigate risks for their people working remotely or overseas. For more information, visit www.international sos.com

Exhibitor

Vismo is a GPS tracking application designed to locate individuals traveling the world using their smartphone or tablet rather than a separate GPS Tracker.

Gold Sponsor

Reducing travel and enterprise-wide risk; improving security and managing crises through intelligence-led, technology-enabled solutions

International companies and organisations worldwide choose Drum Cussac to protect their personnel, assets, profitability and reputation. We safeguard our clients by integrating best-in-class information technology with deep operational security capability and a global footprint, protecting over 11 million lives and thousands of assets and facilities worldwide.

From our intelligence services and expert crisis management capability; our travel apps and traveller tracking platform; through to our 24/7 manned Global Operations Centre, we are with our clients at every step of their journey.

: 01202 802 060 : @DrumCussac

Exhibitor

GeoPro is a complete lone worker safety monitoring solution that can be quickly deployed to safeguard employees working alone anywhere in the world. Our hosted web portal and monitoring service (available via a smartphone app or satellite device) is the most effective way to monitor employee well-being, minimise risk, and address employer duty of care.

Book online at www.regonline.com/dutyofcare2016
Programme (subject to change)
Tuesday 23rd February 2016

08.15  Refreshments, registration and exhibition
08.55  Conference organiser’s opening remarks
09.00  Welcome from the Chair
        Sue Williams QPM, International kidnap response expert

Session One:  The current landscape

09.10  Overview of the real and perceived risks facing travellers in 2016
        ● Road traffic accidents and street crime
        ● Street crime, theft and assault
        ● Accidents and disease
        ● Extreme weather events and natural disasters
        ● Kidnapping and vehicle hijack
        ● Cyber attack and malicious extortion - business travellers targeted for proprietary and confidential information
        ● Civil disorder and terrorism
        ● Air safety
        ● Black swan events
        Chris Torrens, Director Europe & Africa, Global Risk Analysis, Control Risks

09.35  What are the top global medical risks affecting travellers and how are these changing?
        ● What are the trends in medical cases over the past year?
        ● Why non-disease risks top the charts
        ● Which areas have the most limited healthcare facilities?
        ● How to avoid substandard and counterfeit drugs in developing countries
        ● Managing the travelling employee with a long-term health condition
        ● Conditions which are not under control
        ● Best practice guidelines for the diabetic traveller
        ● Early and undisclosed pregnancy
        ● Rare blood groups and transfusions - what you need to know
        Dr Mark Parrish, Regional Medical Director, Medical Services, Northern Europe International SOS

Session Two:  Business Risk and Resilience

10.00  The Aquatera Energy case study
        ● Inflated risk perception causing reluctance of personnel to deploy
        ● Challenges around sub contractors relying on prime contractors for offshore security
        ● Seasoned engineer V recent graduate – balancing differing levels of overseas experience
        Simon Hatson, HSE and Business Improvement manager, Aquatera Energy
        David Curran, Director, Edson Tiger
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10.25 Evacuating personnel from high risk areas
- Risk, threat and vulnerability considerations when designing business continuity based contingency and evacuation plans
- Designing a region wide contingency plan to both keep your employees safe as well as allowing business continuity
- Tabletop drills as a preparation and training tool
- Case Studies. Successes, lessons learned and follow up actions
  Ivor Terret, Vice President, AS Solution

10.50 Questions
11.00 Refreshment Break

11.25 Local Issues - Global Impact
- How does ‘business as usual’ create risk?
- Establishing a global operational picture
- Understanding business resilience
- Developing and implementing a global framework for employee safety
- Achieving stakeholder engagement across business divisions
  Stuart Hughes, Global Director, Adidas Group
  Matthew Judge, Managing Director, The ANVIL Group

Session Three: Who are we sending overseas?

11.50 The changing demographics of business travel
- The rising influence of Millennium travellers - what are their traits?
- How does the perception and tolerance of risk differ among age groups?
- Frequent travellers and complacency - is this a myth?
- Supporting gay staff on overseas assignments
- Gender differences in thinking about personal safety abroad
  John Rose, COO, iJET

12.15 Questions

12.25 PANEL SESSION What are the challenges around the disclosure and storage of information relating to your travellers’ profiles?
- medical risks
- pregnancy
- religion
- sexual orientation
- sharing information with third parties
- taking partners on business trips
- keeping track of expat families
- internal access to personal information and data breaches
  Kate Morton, Global HR Manager, Greenpeace International
  John Rose, COO, iJET
  Néstor Alfonzo Santamaría, Resilience Officer, City of London

13.00 Lunch
Programme (subject to change)
Tuesday 23rd February 2016

Session Four: Legal

14.00 The Houdini of fast escapes from foreign prisons
- How expats and their families unintentionally run afoul of foreign laws
- Study Abroad students -Victimized or arrested- too frequently
- Dealing with arrests and other foreign legal problems—what Due Diligence requires
  Dick Atkins, Attorney, International Recoveries, LLC

Session Five: Developing a travel risk management programme

14.25 Siemens process for managing travel security
- Siemens global risk profile
- The corporate process for managing travel security
- Lessons learned from incidents e.g. in the Middle East
- UK case study of how a business unit has implemented a workflow process to meet the Duty of Care & Siemens internal controls
  Franz J.H. Polenz, Global lead for travel security, Siemens
  Paul Howlett, Regional Security Officer for Western Europe, Siemens

14.50 Comic Relief case study
- Developing a security strategy for celebrity visits to projects
- The challenges of managing expectations of different stakeholders (celebrities, their agents and project workers) regarding the management of security on overseas visits
- Training Comic Relief staff to work in challenging environments
- Risk analysis and assessment of project visits and filming within these contexts
  Scott Desborough, Trips Manager, Comic Relief
  George Shaw, Managing Director, International Location Safety Ltd
Programme (subject to change)
Tuesday 23rd February 2016

15.10  Student Evacuations: Understanding perceptions and expectations
       Chris Job MBE, Chief Operating Officer, Drum Cussac

15.30  Questions
15.40  Refreshment Break

Session Six:  Learning from scenarios

16.05  This session will explore a range of scenarios focusing on the management and aftermath of incidents affecting travellers overseas. A panel of experts will discuss and debate the potential safety and security, legal, reputational and disciplinary consequences relating to each incident and which laws if any would be likely to come into effect and how this may differ around the world. The audience will be invited to participate with questions.

Scenario One  - A complex medevac from a medically underserved location
Scenario Two  - A business traveller misses a connection because of traffic
Scenario Three - A midtown university organises an archaeological mission to a war torn country
Scenario Four - A multinational employing both expat and local workers is caught in a pandemic scenario
Scenario Five - Hacked and tracked
Scenario Six  - The honey trap

Pete Cooper, Regional Security Manager, International SOS
Bruce Craig, Partner, Pinsent Masons LLP
Andrew Kain, International Security Expert
Richard Stuttle, Founder and director, Caroline's Rainbow Foundation (CRF)

17.00  When animals attack - lessons from the expedition industry
       Lloyd Figgins, FRGS, CEO & Founder, LFL - Global Risk Mitigation

17.25  Questions
17.35  Close of Day One and Drinks Reception  Sponsored by
Programme (subject to change)
Wednesday 24th February 2016

08.30 Refreshments and exhibition
08.55 Welcome from the Chair
    Sue Williams QPM, International kidnap response expert

Session Seven: Safety and security

09.00 Safety on the road and accommodation security - the value in getting this right and the cost of getting it wrong
    - Approving foreign hotels, residential premises and ground transportation
    - Why RTAs are such a significant risk to business travellers and NGOs
    - The dangers in self driving
    - The selection and use of private security providers
    - High profile or low profile?
    - The direct value realised in getting this right
    Mark Wolsey, Enterprise Security Leader, PwC

09.25 Working in India – what issues do employers need to be mindful of when ensuring the safety and security of travelling staff and expat employees?

Part 1 - Safety/Security risks in India and mitigation measures
    - Common safety/security risks in India
    - Specific risks to expats living in urban centres
    - Living in India – safeguards for expats
    - Travel safety in India – risks and precautions
    - Health and hygiene tips
    - Risks and opportunities of doing business in India
    Colonel Sushil Pradhan, Director, MitKat Advisory Services Pvt. Ltd.

09.50 Part 2 - Practical solutions from an expat perspective in India
    - Indians’ perspectives of a Western foreigner
    - Understanding communications and making yourself understood
    - Is your organization selecting the correct fit for the position?
    - Is your organization giving your professional the appropriate level of advice?
    - Case study – evolving a driver training capsule
    - Turn your people into Ambassadors of India
    - Understanding India bureaucracy
    - Advantages of registering with your Embassy and receiving information updates
    - The advantage of having a host in Mumbai
    Iain Findlay, HS&E and Operations - India, Black and Veatch
Programme (subject to change)
Wednesday 24th February 2016

10.15 CASE STUDY - Managing travel for BBC journalists in conflict zones
- Planning a high risk deployment
- Importance of the risk assessment and safety and security plan
- Risk ownership
- Supporting the operation
- Recovery and lessons
  Chris Kemp, Head of High Risk, British Broadcasting Company

10.40 Questions

Session Eight: Incident response

10.50 PANEL SESSION - Working with travel assistance and insurance companies during an incident
- How do insurance and assistance companies work together and where do they differ?
- Case studies from recent incidents
  Steve Bradley, Director Insurance Partnerships, International SOS
  Ricus Groenewald, Director of Assistance, Europe, International SOS
  Rachel Moore, Partner, Kennedys

11.15 Refreshment Break
Session Nine: Roundtable sessions

11.45 Round-table sessions will take place simultaneously. The round table sessions are designed to encourage discussion in smaller groups on a range of topics. Delegates will participate in 2 thirty minute round table discussions during the course of 1 hour.

1. Evaluating travel risk in hostile areas
   Erin Steele, VP Operations, Atmospherics Unlimited Worldwide

2. Risk assessing your business - what are your most likely worst case scenarios?
   Andrew Kain, International Security Expert

3. Managing misconduct overseas
   Verity Stiff, Head of People Capacity and Development, CHS Alliance

4. Understanding the principle laws surrounding duty of care
   Dick Atkins, Attorney, International Recoveries, LLC

5. How do IS’s current tactics threaten travellers?
   Tim Williams, Managing Director, Stirling Assynt (Europe) Ltd

6. Fulfilling duty of care on expeditions
   Lloyd Figgins, FRGS, CEO & Founder, LFL - Global Risk Mitigation

7. Accounting for people in a crisis
   Chris Job MBE, Chief Operating Officer, Drum Cussac

8. Challenges around academic research in high risk areas
   Rachel Stephenson, Director, Health and Safety Services, University of Hull

9. The challenges faced by trailing spouses - a husband’s perspective
   Iain Findlay, HS&E and Operations - India, Black and Veatch

10. Supporting gay staff on overseas assignments
    Sarah Foster, Major Partnerships Manager, Stonewall

11. Designing and running pre-departure screening systems for overseas travellers
    Matt Ladbrook, Consultant in Remote Medical Care
Programme (subject to change)
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12.45 Roundtable hosts to report back to the chair and delegates any salient points which emerged during their sessions.

13.00 Lunch

Session Ten: Post incident management

14.00 Managing the psychological consequences of a traumatic incident
- How can an organisation prepare people psychologically before visiting high risk areas, in order to minimise any post-incident psychological reaction?
- What can employers/insitutions do to help and support the psychologically traumatised employee/student following repatriation?
- Managing the psychological impact on colleagues and staff during and following an incident

Professor Neil Greenberg, Occupational Psychiatrist, King’s College London

Session Eleven: Young people and education

14.25 Young travellers mindsets and the ‘illusion of immortality’
- What inspires us to travel and deciding where to go
- The importance of research and experiences of others
- Handling risk and making the right decisions
- Immortality and the importance of today
- Why travel and culture enriches our lives

Richard Stuttle, Founder and director, Caroline’s Rainbow Foundation (CRF)

14.50 Pushing the boundaries; what lessons on maximising outcomes, whilst not compromising safety, can be learnt from student overseas expeditions?
- Drawing mainly on experiences from major expeditions with 14-16 year olds
- Planning for a broad range of incredible outcomes for young people on their expeditions and the communities they visit
- Exploring the ideas of remote supervision on overseas expeditions
- Reminding ourselves why this work is so important, especially in disadvantaged communities

Philip Avery, Director of Learning & Strategy, Bohunt Education Trust

15.15 Questions
15.25 Chair’s closing remarks
15.30 Refreshments and close of conference
Nestled between the River Thames and St Katharine’s Dock and alongside two world Heritage Sites – Tower Bridge and the Tower of London, the Tower Hotel boasts 801 bedrooms, 19 meeting rooms with the largest having capacity for 550 people, complimentary high speed wifi for everyone everywhere, fitness centre, car parking and a terrace with unrivalled views of Tower Bridge, The Shard and the Thames.

Directions

To reach The Tower Hotel by road…

The Tower Hotel is just to the east of Tower Bridge, on the north side of the River Thames. At the traffic lights on the junction of Tower Hill, Tower Bridge Approach, East Smithfield and Mansell Street, turn into St Katherine’s Way. The Tower Hotel is at the far end. To programme your sat-nav, use the postcode E1W 1LD

The hotel has 80 on-site car parking spaces available at an additional charge of £20.00 per 24 hours. Spaces are on a first come first served basis and cannot be reserved.

If you’re coming to The Tower Hotel by rail…

Mainline rail: Fenchurch Street station is 0.5 miles away

London Underground: Take the District or Circle line to Tower Hill station. Leave the station via the entrance on the left, go down the steps and through the subway. Turn left and walk past the Tower of London. Another subway takes you under the next road, then simply follow signs for The Tower Hotel.

London Bridge Tube and rail stations are just a short walk away over Tower Bridge.

To reach The Tower Hotel from the airport…

If you’re flying into London City airport, The Tower Hotel is six miles away: take the Docklands Light Railway (DLR) to Tower Gateway station, which is about seven minutes’ walk from the hotel.

From London Heathrow, we recommend the Heathrow Express: this runs direct from the airport to London Paddington in just 15 minutes (20 from Terminal 5) and there’s a train every quarter of an hour. The Gatwick Express runs a similar service into Victoria. From either terminus, you can take the Underground (Circle Line) to Tower Hill: The Tower Hotel is less than 7 minutes’ walk away.

The Venue

The Tower Hotel
St Katharine’s Way London E1W 1LD
Phone: 0871 376 9036 / +44 845 305 8335

Book a room

For delegates wishing to book accommodation at the conference venue, we have special room rates agreed of £150 + VAT including breakfast. Please note that this rate will expire on 9th February 2016 and all rooms are subject to availability.

How to book:

Guests to make their own reservations, by calling 0871 3769036 (Option 2) or email: tower.allocations@guoman.co.uk and quote the booking reference when making their booking in order to guarantee they receive the group rate. Guests to provide credit card details on booking in order to guarantee their accommodation.

The Allocation Block code is QUAY230216
Complete all relevant sections of this form and either:

Email: bookings@contegoevents.com
Or register online at www.regonline.com/dutyofcare2016

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Additional requirements - please describe them here
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☐ Standard Rate : £495 + VAT = £594
☐ Charity/NGO rate : £395 + VAT = £474

Fees include 2 day access to the event, available conference papers, lunch, refreshments and drinks reception.

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