Chaired by

Greg Raiff, CEO, Private Jet Services
and member of the
GBTA Risk Committee

June 14-15, 2017, Marines’ Memorial Club & Hotel, San Francisco
at www.reгонline.com/SFDutyofcare2017 or www.contego-events.com

Duty of Care
Understanding your Corporate Liability
for Securing the Safety of Traveling Employees and Expats Abroad

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The duty of care owed to travelling employees by their employers is not a new concept - many organizations nowadays have mature travel departments, policies and procedures in place to protect both employee and company in the event of a crisis or incident overseas.

Yet for a growing number of organisations, non-compliance and traveller engagement is now starting to become an issue as they are finding their travel policy processes are no longer resonating with a growing number of their travellers. Is this just a generational issue or has the digital world created a new era of choice and control which has heightened the expectations and demands of the corporate traveller?

As Millennials continue to constitute an increasing proportion of the workforce and consumer technology trends offer greater choice and control via new booking formats and sharing platforms, the authority of company travel policies is being put to the test. For organisations who are already struggling with compliance issues, this only looks set to continue for the future.

Yet what may represent value for money on the one hand could result in a corporate lawsuit in the event of an incident, should it be proven in court that existing policies had knowingly been breached.

Who should attend?
Anyone responsible for the security, health & safety and wellbeing of employees, contractors, sub contractors and volunteers while they are 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:

- Corporate & Physical Security Professionals
- C Suite and Senior HR executives
- Health & Safety Managers
- Global Mobility Professionals
- Business Continuity
- Relocation Management/Residential Real Estate
- Legal (in-house & private practice)
- Immigration
- Risk Management & Insurance
- Travel Managers
- Operational Security & Intelligence
- Assistance & Rescue

Book online at www.regonline.com/SFDutyofcare2017
Depending on the host country, an expat assignee or business traveler may face considerably more serious health and safety risks than they would at home and the variety and severity of threats facing them is escalating.

It is not just in those parts of the world with weak security, governance and civil order where our employees could be at risk. As terrorist groups compete for notoriety, launching terror attacks around the world, in areas once perceived as safe havens, the security of our traveling workforces and overseas assignees is brought into sharp focus – as is the employer’s legal obligations to have in place measures to safeguard them.

Criminals will attempt to capitalize on a business traveller or expat’s lack of experience in a new country and if their employer has failed to adequately risk assess their employee’s destination or new environment, they could be open to heavy fines. Additionally, a company’s image overseas or an employee’s nationality or perceived wealth could increase risks significantly.

**Day One** will focus on traveler profiles, corporate behaviour and the legal and compliance issues which could leave an employer in hot water.

**Day Two** will focus on the potential risks which corporate business travellers and expats are exposed to and how best to mitigate them. The conference will provide an excellent opportunity to network with peers, swap ideas and best practice and meet face to face the solution providers who are offering expertise in this area.

Are companies allowing Millennials to reshape their internal travel procedures to the extent that the company no longer satisfies its duty of care owed to travelling employees?

For companies who have adopted flexibility and open-booking, how might this shape up in the court rooms following an incident overseas where corporate liability is suddenly thrust into the limelight?

Are your business travellers being targeted for proprietary and confidential information and how are cyber criminals selling their movement to competitors?

Risk assess your business - what are your most likely worst case scenarios?

Are your business travellers and expats complying with bribery and corruption laws when networking overseas?

Are you simply putting in measures to protect your company legally or do your policies proactively protect your travelers?

MORE INFORMATION
For all enquiries, please contact Caroline Fuller;

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Dedicated as a living memorial to the U.S. Marines who served in the Pacific during World War II, Marines’ Memorial Club & Hotel is a leader in San Francisco Union Square hotels. A landmark since 1946, the hotel is located close to a bustling theater district in the heart of the city. Blending traditional décor and modern comforts, this classic 1920’s California Spanish Revival hotel offers an inviting atmosphere that is rich with history, honor and pride.

Directions

Located in the Union Square neighborhood, the Marines’ Memorial Club & Hotel is within walking distance of the Powell Street BART & Muni station. Get Directions

Book a room

We are pleased to offer delegates the following guest room rates for the conference.

**Standard rooms** $239 + taxes totally 16.43%

**Deluxe rooms** $269 + taxes totally 16.43%  Guests to check cancellation terms and conditions direct with venue.

Attendees should contact Marines’ Memorial Club & Hotel direct at 800-562-7463 or 415-673-6672 and ask for Contego Events 2017 Group Rate. In addition, reservation requests may also be made via email to reservations@marineclub.com or sent via fax to 415-441-3649 Please note these rates will expire on May 15, 2017 and are subject to availability. For any queries or further assistance please contact; Caroline Fuller at caroline@contegoevents.com Tel +44 (0) 7974406673
Program (subject to change)
Wednesday June 14, 2017

Day One
8.15 Refreshments, registration and exhibition
9.00 Welcome from the Chair
   Greg Raiff, CEO, Private Jet Services and a member of the GBTA risk committee

Session One: Introduction

9.10 Defining Duty of Care in the context of travel risk management
   ● Definition of Duty of Care and Duty of Loyalty. Is your focus on compliance or corporate
     social responsibility?
   ● Best practice in travel risk management solutions
   ● Tracking travelers – Why do you do it? Is it legal? How do you do it well?
     Matthew Bradley, Regional Security Director, Americas, International SOS and Control Risks

Session Two: Traveler profiles

09.30 How “sharing economy” services enhance travel tracking
   ● Tracking travelers via flight and hotel itineraries is incomplete in an on-demand,
     data-driven world.
   ● What are best practices for risk and security teams to track travelers in greater detail
     without putting the onus on the traveler to “check in?”
     Matthew Bradley, Regional Security Director, Americas, International SOS and Control Risks
     Dan Chaparian, Product Marketing Manager, Uber for Business

09.40 The changing demands of business travelers
   ● Why Millennial travelers want services at work to mimic services in their personal life
   ● How businesses can leverage technology to enhance traveler safety
   ● 21st century technology for 21st century employees
     Peter Jonas, Head of Enterprise Sales, West Coast, Uber for Business

10.00 Supporting gay, lesbian and bisexual staff on overseas assignments
   ● The experiences of gay people working worldwide
   ● How can employers best support their gay staff and managers to make informed choices
     about working abroad
   ● Supporting staff in-country
   ● Issues around employee privacy, information disclosure and storage
   ● Influencing workplace cultures abroad
   ● What are ‘best in class’ companies doing to ensure equal opportunities for their
     employees globally?
     Dr. Myles Druckman, SVP, Medical Services, International SOS Assistance
Program (subject to change)
Wednesday June 14, 2017

Session Three: Airport crime and pre-departure training

10.25 How do your travelers avoid and respond to travel risk? A police detective’s pre-departure advice
- LAPD’s LAX Airport Crimes Detective (ret.) – as seen on ABC’s 20/20 and the Travel Channel’s TV series “Travel Scams and Rip-Off’s Revealed.”
- Travel risk training content and concepts that travelers should know before they go.
- How to effectively share travel risk education responsibilities across different internal departments within an organization.
  Kevin Coffey, Corporate Travel Safety, LLC

10.50 Questions
11.00 Refreshment Break sponsored by iJET

Session Four: Holidays and ‘Bleisure’

11.30 When Emergencies Happen to Employees on Holiday
- Should employee medical and security emergencies on holiday be a concern to companies?
- Real life examples of when emergency assistance on leisure travel saved lives
- Case study on how to add emergency assistance cover to include employees and their families who are on leisure travel
  Andrew C. Torres, Sr. Manager, Global Environmental Health and Safety, Palo Alto Networks

11.50 Questions

11.55 Panel Session - Bleisure – understanding liability in the context of extended vacation
- Why is employee accountability a grey area for employees who bolt on leisure days to a business trip?
- The moral obligation to advise on cover restrictions
- Traveller tracking during leisure - where do privacy boundaries lie?
- Taking partners on business trips
- Disclosing pre-existing conditions and medical risks - who should know and how much information should be provided about the medical history of partners and children on business trips.
  Dick Atkins, Attorney, International Recoveries, LLC
  Andrew C. Torres, Sr. Manager, Global Environmental Health and Safety, Palo Alto Networks
  Ryan Pierce, Travel Manager, Americas, Salesforce
Session Five: Insurance

12.30 Mitigating Risk Through Insurance
- Travel medical
- Assistance Services
- Local Security Services
- Political and Natural Disaster insurance coverages

Jim Krampen, Co Founder, Seven Corners, Inc.

12.55 Questions

1.00 Lunch

Session Six: Health

2.00 When your employees find themselves sick abroad
- Traveller stress and the impact on health conditions
- Best practice guidelines for the diabetic traveller
- Rare blood groups and transfusions – what you need to know
- Availability of prescription drugs / avoiding substandard and counterfeit drugs
- What are the trends in medical cases over the past year?
- Which areas have the most limited healthcare facilities and infrastructure?
- Why is malaria eclipsed by the threat of Zika Virus or Ebola – what impact does this have on traveler perception?
- Healthcare risks to impats – the challenges of dealing with costs, insurance, and malpractice
- Risky behaviors – how do you prepare staff for the eventual fall out from engaging in them?

Suzanne Garber, Chair of the Board and Co-Founder, Gauze

Session Seven: Immigration

2.25 International Business Travel in the Current Age of Uncertainty
- Restrictions on Business Travel Resulting from the Trump Administration and Brexit
- Ban on Electronic Devices
- Strategies for Issue-Free Business Travel

Alejandra Zapatero, Managing Attorney, Erickson Immigration Group
Hiba M. Anver, Esq., Senior Attorney, Immigrant Visa Team, Erickson Immigration Group

2.50 Questions
Session Eight: Corporate behavior and compliance

3.00 Corporate behaviour, Millennial mindsets and compliance challenges
- Who is the Millenial and how do they interact with their employer?
- Restrictive and inflexible travel policies – will these last as Millennials continue to constitute increasing numbers in the workforce?
- Are companies allowing Millennials to reshape their internal travel procedures to the extent that the company no longer satisfies its Duty of Care owed to travelling employees?
- Is non-compliance an issue and if so, does it have any consequence for the offender or any recourse for the employer?
- What role does Duty of Loyalty play into this narrative?

Erin L. Wilk, Global Travel Safety and Security Manager, Facebook

3.25 Questions
3.30 Refreshments

3.55 Managing misconduct overseas – how expats and their families unintentionally run afoul of foreign laws
- Expat complacency over local laws and regulations
- Segregation of expats exacerbating ignorance of moral boundaries
- Keeping current and informed as to changing local cultural laws
- Due diligence in providing legal assistance on a global basis
- Special concerns over alcohol and drug related offenses

Dick Atkins, Attorney, International Recoveries, LLC

4.20 Questions
4.25 PANEL SESSION What challenges do organisations face when incorporating sharing economy providers into their travel policies?
- What is a company’s legal exposure when its internal travel policies are knowingly being undermined
- The dangers of a passive response to employee demand
- Signing off on occasional use
- The most likely scenarios involving corporate liability
- Complying with duty of care – how might the courts view this?
- Best practice for using peer-to-peer services
- Ensuring the legality of providers in your destination.

David Holyoke, Global Head of Business Travel, Airbnb
Amit Patel, Director of Enterprise Partnerships, Lyft
Clay Hendon, VP, Global Security, Groundwork Global
Ryan Pierce, Travel Manager, Americas, Salesforce

5.05 Close of Day One and Drinks Reception
Day Two Thursday June 15, 2017

8.30 Refreshments and exhibition
9.00 Welcome from the Chair
   Greg Raiff, CEO, Private Jet Services and a member of the GBTA risk committee

Session Nine: The current risk landscape

9.05 Cisco Systems Case Study
   • Risk ratings for cities and countries - how we use data and intelligence and how this is incorporated into our internal travel approval processes
   • Approving travel to high extreme risk destinations
   John Endert, Senior Manager, Global Protective Services, Cisco Systems Inc.

9.40 Perception of risk versus real risk
   • How does this affect our decision-making for those under our care?
   • Do terrorist incidents really constitute a travel risk for most companies?
   • Understanding the changing face of the terrorism threat
   Clay Hendon, VP, Global Security, Groundwork Global

10.00 Questions

Session Ten: Cyber

10.05 The Cyber Threat Landscape
   • Nation State espionage set to increase
   • The ease with which cyber criminals can target business travelers
   • Stealing company information to leverage against individuals and organisations
   • How cyber criminals sell the movement of your travelers to competitors
   W. Michael Susong, Program Consultant, iJET International

Session Eleven – Religious intolerance, radicalisation and insider threats

10.30 Religious intolerance, radicalisation and insider threats – how they affect your businesses and how to protect your employees
   • Religious radicalisation and its contribution to extremism
   • Recognising and countering radicalisation
   • Rising cases of religious intolerance worldwide
   • Insider threats to businesses
   • Protecting your people
   Pawan Desai, Chief Executive Officer, MitKat Advisory Services Pvt. Ltd.

10.55 Questions
11.05 Refreshments
11.30 Session Eleven – Roundtables

All round-table sessions will take place simultaneously and will each last for one hour. The round table sessions are designed to be interactive and encourage discussion in smaller groups on a range of topics. These sessions enable delegates to drill down deeper into the subject of their choice, to pick the brains of the host and to hear the thoughts and swap ideas with their peers in the group.

1. Training your staff on risk reduction and crisis management while traveling abroad
   Tony Sparks, Founder, Phantom Services, LLC

2. Laptop in-flight travel ban – Security consideration to help keep your devices secure from theft
   Kevin Coffey, Corporate Travel Safety, LLC

3. How the sharing economy is meeting the needs of the business traveller
   Michael Goodwin, Head of Business Development, Uber for Business

4. How private jet travel can be an affordable reality for corporates
   Dillon Lantz
   Director of Business Development
   Private Jet Services

5. How can cross cultural awareness training improve safety?
   Pawan Desai, CEO, MitKat Advisory Services

6. Best practice for pandemic and epidemic awareness and safety
   Dr. Myles Druckman
   SVP, Medical Services, International SOS Assistance

7. C-Suite buy-in - Overcoming the hurdles to investment in TRM tools and policies
   Brooks Scott, Head of Executive Protection and Physical Security, Tanium

8. Hotel security safeguarding rules for approving foreign hotels and ground transportation
   Brian Jantzen, Executive Vice President, As Solution

12.30 Roundtable hosts to report back to the chair and delegates any salient points which emerged during their sessions and to provide the audience with two take aways.

12.45 Lunch Sponsor’s welcome address
   Jim Krampen, Co Founder, Seven Corners, Inc.

1.00 Lunch sponsored by
   Seven Corners
Session Thirteen: High risk people and hostile environments

2.00 High Risk Employees in High Risk Countries
- Educating high risk employees on their personal level of vulnerability
- Hardening their security posture
- To self drive or not?
- Working in anti Western environments
- The selection and use of private security providers
- Recognizing the exponential growth in information-based incidents
- Executive or brand protection?
- The skills and competencies of next generation protection professionals – what will get you hired in 2020?

Brian Jantzen, Executive Vice President, As Solution

2.25 Kidnap target selection-who makes an ideal K&R target?
- Which job functions within your own organisation could be a typical target and how do you lower their profile?
- What works and doesn’t not work in this regard?
- Am I being followed? - detecting hostile surveillance and the build up to an attack
- Developing their overall situational awareness
- Adopting good practices for kidnap prevention - taking steps to make yourself an undesirable target
- Global kidnapping trends - where, why and how do different kidnap for ransom business models flourish?

Tony Sparks, Founder, Phantom Services, LLC

2.50 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

Bob Howell, Senior Advisor, Critical Operations, Global Operations, iJET

3.15 Common experiences that trigger the need for emotional support
- Individual who moved to another country and is struggling with the adjustment due to cultural change.
- Expatriate who moved to a third-world country and is struggling with poverty they are witnessing.
- Families with children who are experiencing social isolation due to language barriers.
- Business Traveler who was involved in a motor vehicle accident with a colleague and the colleague passed away.
- Individuals who are in remote and/or high risk locations

Mary Ellen Gornick, Senior Vice President, Global Products, Workplace Options

3.40 Questions
3.50 Chairs Closing remarks
4.00 Close of conference and refreshments
Complete all relevant sections of this form and either:

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