Duty of care
Protecting workers and expats overseas
27th - 28th February 2018
Millennium Gloucester Hotel
London, United Kingdom

Chaired by Suzanne Williams QPM
Former International Senior Scotland Yard Detective, Crisis Negotiator and Kidnap Investigator

Book online at www.regonline.com/dutyofcare2018
Situational awareness will be at the very core of this year’s conference. The terrorism threat in Western Europe and geopolitical activities around the globe are impacting business travel by amplifying personal safety concerns among those travelling overseas.

Situational awareness is not only essential for recognising criminal behaviour or terrorist threats but it is also a key mindset which could drastically alter the outcome in the event of a fire, earthquake or other life threatening situation. It is the bedrock of personal safety and when adopted in a sustainable manner, can significantly improve the decisions your travellers might have to make in a complex and fast moving environment.

When you only have seconds to read a situation correctly and plan your course of action, the cost of getting it wrong could make all the difference to your survival.

¿ Are your travellers able to read a situation correctly?

¿ What pre-event indicators could you teach your travellers which might enable them to anticipate a crisis and mitigate the risk?

¿ Has too much emphasis been placed on device related assistance which could leave your employees at a loss if their bag or devices are stolen?

¿ Scanning for suspicious people and exit options - what does suspicious look like?

¿ What will it take to motivate change within your organisation?

About the Conference

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/dutyofcare2018
The 6th annual Duty of Care - Protecting Workers and Expats overseas conference will recap on the basics of duty of care, corporate liability and the risks which travellers and expats may face overseas. How might an injured business traveller or expat implicate cross border choice-of-law?

Sessions will explore how you go about evidencing informed consent, or how you create or update existing policies which will still resonate and satisfy the demands of today’s travellers whilst being sufficiently robust to protect the employer in court. As connectivity continues to be a vital component for our travellers, the conference will discuss the latest advice on travelling with devices and why the old rules no longer apply. What are the latest cyber threats aimed at travellers and why are the risks posed by public WIFI networks still not getting through to employers or their travellers? What are the issues around purging laptops and devices and what could be left behind?

Through case studies and scenarios, delegates will be able to assess how their own corporate culture and policies compare with those of their peers – and where they could be exposed.

**New for 2018** - Use our Real Time Interactive Voting and Audience Engagement Tool - what does everyone else in the room think? See what percentage of the audience react a certain way during our critical incident simulation session. Responses are immediate and anonymous.

**How do you evidence informed consent?**

**What are the unsafe and unverified travel practices your company could be sanctioning?**

**How do you overcome ‘group think’ mentality in high stress work environments. Does your organisation encourage dissenting opinions?**

**Who is the risk owner and what are the challenges around identifying key stakeholders who are responsible for developing and implementing a travel security policy?**

**Determining what your company’s limits of acceptable behaviour are regarding cyberspace and the accountability of your employees for their own cyber security. Does non-compliance have any consequence for the offender?**

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

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**More Information**
For all enquiries, please contact Caroline Fuller;

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www.contego-events.com

Book online at [www.regonline.com/dutyofcare2018](http://www.regonline.com/dutyofcare2018)
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.

The Venue

Millennium Gloucester Hotel London Kensington
4-18 Harrington Gardens, London, SW7 4LH United Kingdom
T.+44 (0) 20 7373 6030  F.+44 (0) 20 7373 0409
http://www.millenniumhotels.co.uk/millenniumgloucester

Booking bedrooms

We have room rates agreed with the conference hotel of £137.50 + VAT (£165) per night for a standard room. Rates are inclusive of VAT and Breakfast with a cancellation option up to 7 days prior to arrival To book in at this group rate please email caroline@contegoevents.com for the promo code. This rate will expire on 27th January 2018.

Delegates may find cheaper prices quoted on the hotel’s website as these prices fluctuate so it is worth checking for the best deal. Some prices quoted do not include breakfast, require prepayment and do not offer a cancellation period so check the terms and conditions before you book.

Check the latest prices being quoted on the hotel website at http://www.millenniumhotels.co.uk/millenniumgloucester
Day One
08.15 Refreshments, registration and exhibition
09.00 Welcome from the Chair
   Suzanne Williams, QPM, Former International Senior Scotland Yard Detective, Crisis Negotiator and Kidnap Investigator

Session One: Responding to a crime
09.10 The response considerations to overseas crimes
   • Prior preparation
   • First response
   • responding to the crime
   • Managing the stakeholders post event
   • Closure
   Suzanne Williams, QPM, Former International Senior Scotland Yard Detective, Crisis Negotiator and Kidnap Investigator

Session Two: Situational awareness
09.35 Are you and your travellers prepared for the (un)predictable in 2018?
   • Are your travellers able to read a situation correctly?
   • Being cognisant of social media
   • Scanning for suspicious people and situations – what does suspicious look like?
   • Exit options
   • Using pre-event indicators to anticipate a crisis and mitigate the risk
   • Over reliance on device related assistance which could leave you at a loss if your bag is stolen.
   • Emergency first aid training
   Dr Mark Parrish, Regional Medical Director of Northern Europe, International SOS
   James Wood, Security Director, Security Solutions - EMEA, International SOS and Control Risks

10.00 Teaching Situational Awareness
   • Sense, sense making and mitigation
   • Recognising your employees acceptable risk threshold and how this may differ across the team.
   • Heightened risk perception versus complacency during perception of safety.
   • Resetting when caution should kick in and overcoming complacency.
   • Adopting situational awareness techniques in a sustainable manner
   • Moving up the alertness continuum – why you HAVE to train your staff
   Phillip Van Saun, Director of Risk, Security and Resilience, University of California

10.25 Part 3 - Behavioural threat assessment – recognising and responding to behaviour of concern
   • Importance of surveillance detection
   • Principles of surveillance detection
   • Detecting surveillance around frequently visited locations
   • Foot and mobile anti-surveillance tactics
   • Common surveillance errors
   • If you detect surveillance
   Michael Cannon DCM, FSyl, CPP, CMAS, Founder/Managing Director, Security Surveillance Solutions
Programme (subject to change)
Tuesday 27th February, 2018

10.50 Questions
11.00 Refreshment Break

Session Three: Legal, policies and procedures

11.25 PANEL SESSION – Risk ownership and duty of loyalty – ‘A decision which is everyone’s is the responsibility of no one’
- Who is the risk owner? – The challenges around identifying key stakeholders who are responsible for developing and implementing a travel security policy.
- Overcoming ‘group think’ mentality in high stress work environments. Does your organisation encourage dissenting opinions?
- Are small organisations more vulnerable to breaches in duty of care and subsequent litigation as their stakeholders, by virtue of their company’s size, have to be multi-taskers?
- Understanding legislation and recent case law – How should an organisation interpret ‘reasonably practicable’ and how might this differ from one company to another? Does a company’s size and wealth have an impact here?
- Examining patterns of decision-making during previous emergencies.
- Assessing risk – differences in how large and small companies assess risk.
- Duty of loyalty – what impact if any does a breach in duty of loyalty have in the courts?

Matthew Drew, Group Security Director, Rolls-Royce Plc
Dr. Russell Price, Chairman, Continuity Forum & Risk Management Committee BSI - RM/1
Gian-Rico Luzzi, Regional Corporate Security Manager EMEA, Zebra Technologies
Kate Morton, Global HR Director, Greenpeace International

12.15 Defining Duty of Care in the context of travel risk management
- Are you simply putting in the measures to protect your company legally or are you proactively protecting your travelling workforce? What is the difference?
- What will it take to motivate change within your organisation? Carrot and sticks
- General thoughts and considerations around the culture of voicing concerns within organisations
- Reflection on personal experience
- Beyond litigation - the implications and fallout from getting it wrong

Steve Dennis, BASc, MA

12.40 Questions

12.45 PANEL SESSION General discussion around informed consent and voicing concerns
- How do you evidence informed consent
- Does your organisation have a culture whereby employees are concerned about loss of credibility and reputation if they voice concerns about a trip?
- How do organisations demonstrate duty of care in this regard when high risk travel is part of their remit?

Steve Dennis, BASc, MA
Chris Kemp, Head of High Risk, BBC
Christine Williamson, Founder, Duty of Care International

13.20 Lunch
Session Four – Policies and procedures

14.20 The civil legal environment in England & Wales for employers with employees travelling overseas
- Employers’ legal duty of care under the Common Law in England and Wales
  - Duty of care
  - Duty to assess risk
  - Breach of duty
  - Causation
- ‘Bleisure’ – how does English law treat claims by employees injured on a ‘leisure’ component of a business trip.
- Why might an employee sue his/her employer in this scenario?
- Employment contracts and exclusion clauses for death/personal injury
- Jurisdiction and applicable law – the rules

Alastair Homan, Associate, DAC Beachcroft

14.45 A Commonwealth War Graves Commission case study
- Situational Awareness Teachings in Practice

Mike Bullen MBE MCGI, Assistant Director General, The Commonwealth War Graves Commission
David Curran, Director, Edson Tiger

15.10 Moths to the Flame – A World Vision Case Study
NGOs are required to work in some of the most dangerous countries in the world in order to help those most in need. This session will consider the risks, pressures, and difficulties in operating in these contexts, and how organisations establish their risk appetite. Where appropriate, real-life World Vision case studies will be used to demonstrate how it is possible to operate safely in the world’s most challenging environments.

Frances Nobes, Global Security Operations and Research Analyst, World Vision

15.35 Questions
15.45 Refreshments

Session Five: Incident Simulation Interactive Session

16.10 How would you react in a critical incident when you have a split second to make a decision which could impact the rest of your life? A panel of experts will take the audience through four interactive case studies which will enable the audience to determine how they would choose to react at critical points in the case studies and how those decisions could play out. Voting devices will be on hand which will give a complete picture of how the room is responding in certain instances.

Incident 1 – Driving Alone
Incident 2 – A Medical Emergency
Incident 4 – The Honey Trap

Dr Mark Parrish, Regional Medical Director of Northern Europe, International SOS
James Wood, Security Director, Security Solutions - EMEA, International SOS and Control Risks
Caroline Ogden, Deployment Services and Security Manager, Siemens
Iain Findlay, Regional Security Manager Europe, Middle East & Africa, Black & Veatch
Kate Morton, Global HR Director, Greenpeace International
17.20 Would I lie to you? The psychology, art and science of detecting lies and deceit
We would all like to be better at being able to spot when somebody is lying to us. How good are you at assessing credibility? Most of us think we are good lie spotters, yet the figures show most people do only slightly better than chance at detecting lies. Dr Drayton uses the latest research from the behavioural and psychological sciences to explain how you can improve your ability to spot lies, using the analysis of fascinating real life videos examples of some famous liars.

Dr Mike Drayton, Director, Opus Performance Ltd

17.40 Questions
17.45 Close of Day One and Drinks Reception

DAY TWO Wednesday 28th February, 2018

8.30 Refreshments and exhibition
9.00 Welcome from the Chair
Suzanne Williams, QPM, Former International Senior Scotland Yard Detective, Crisis Negotiator and Kidnap Investigator

Session Six – Cyber Threats

9.05 Travelling with devices and why the old rules no longer apply
- Using public Wi-Fi with business devices – why are the majority or companies still struggling to implement policies which prohibit its use?
- Charging of devices at airports and hotels – what are the risks?
- Issues around wiping clean all loan laptops or rented local devices used overseas – what might you leave behind?
- Best practice procedures for purging your laptops and devices.
- The legalities of data searches of electronic devices at airports
- Determining what your company’s limits of acceptable behaviour are regarding cyberspace and the accountability of your employees for their own cyber security. Does non-compliance have any consequence for the offender?
- Stolen phones, laptops and tablets - limiting the impact.
- Data containerisation using Silos. What is a mobile device management system (MDM) and how can it help to enforce policies.

Sushil Pradhan, COO, MitKat Advisory Services Pvt. Ltd

09.35 Developing a disability-inclusive travel risk management plan
- Creating disability specific security briefings-where to start
- Incorporating simulation exercises with disability inclusion into your policies
- Video of CBM’s work in this field

Tom van Herwijnen, Health, Safety & Security Manager, CBM International
Session Seven – Threat assessment and risk mitigation

10.00 UK International Search and Rescue Team case study – how we operated in the aftermath of the Nepal earthquake
● Who we are and what we do
● What enables us to provide this service and how we go about it
● The expert training required for our volunteers
● What is discussed in the initial consultancy with ISAR to determine their requirements, training for overseas deployment, self help and survival
● Issues emerging from disasters
● The Duty of care owed to our volunteers, sub-contractors and locals and any legal aspects which must be considered
● Extraction challenges and planning for them
● GPS, communications, medical cover
● Lessons learnt from Nepal – open loop communications
● Simple ideas which you can implement tomorrow and start benefitting from
Gwyn Lewis, Team leader, UK International Search & Rescue Team (UKISAR)
Nigel Thomas, CEO and Founder Blue Mountain

10.25 Dealing with sexual harassment and assault overseas
● The social understanding in openly heteronormative, patriarchal and machismo societies.
● Picking your battles-caution around elevating a minor incident in public.
● What is appropriate and acceptable?
● Alcohol consumption – how might your drinking choices be viewed by the host country?
● Acknowledging laws, prejudices, societal assumptions and stereotypes around sexual orientation and gender presentation.
● Dealing with serious sexual assault.
● Understanding how to take action and when to involve local law enforcement.
● Seeking justice abroad.
● The invasive procedures which local law in force meant may submit victims to.
● Handling sexual harassment from co-workers overseas
Anupama Pradhan, Head of Training, MitKat Advisory Services Pvt. Ltd.

11.00 Questions
11.10 Refreshments

11.35 Uncharted territory - Breaking into a new hostile emerging market.
● Getting into emerging markets before your competition - what ground work can VIP executive protection companies undertake?
● Determining your organisations risk appetite and the suitability of individuals you are sending into the new environment
● Evaluating your chance of success while minimising security risks.
● Handling the client who self diagnoses the threat and the level of protection required.
● Undertaking an executive threat level assessment.
● The risks of taking GPS enabled devices on high risk business trips - what are the alternatives?
● Starting up your own intelligence analysis program
● Meeting the demands of itinerary changes
● Using artificial intelligence and predictive analysis to make better decisions on the ground
James Grimshaw, Vice President, Commercial Services, GardaWorld International Protective Services
Programme (subject to change)
DAY TWO Wednesday 28th February, 2018

Session Eight – Threat assessment and risk mitigation

12.00  Security risks faced by travellers in hotels and travel manager’s risk management options

- Is advice changing in terms of using landmark venues and what should organisations be cautious of?
- Accessibility and privacy for guests versus a growing concern over lack of screening venue occupants
- The appeal of soft targets with a multi national element
- Using guest rooms as a control centre
- Does your preferred hotel chain subcontract its security-what are the implications?
- Full high definition surveillance, facial detection and video analytics software-is this set to become commonplace?
- The risks posed by chambermaids and unencrypted devices-is this a significant threat and where is it happening?

Alexandre Masraff  Co-Founder and Managing Director, ONYX International Consulting & Services

12.25 Questions
12.40 Lunch

Session Nine – Media And Family

13.40  Kenneth Bigley’s Story
Phil Bigley, brother of Kenneth Bigley, who was taken hostage and murdered in Iraq in 2004

14.00 PANEL SESSION
Breaking the News - Handling the Media and Liaising With Family In The Event Of An Incident – Who Should Undertake This Role?

- The challenge of contacting the family before they find out by alternative means
- Why no-win no fee lawyers and now contacting families direct
- Handling the frustrated family member who defies advice.
- What information should be passed on and by whom?
- Acknowledging cultural diversity and tailoring support accordingly
- Passing on difficult information and choosing a family liaison person – . who is the right person and who should it not be?
- The required skillset, training and psychological support needed by your family liaison – where, when and how to obtain it.
- Handling media speculation and over dramatisation of incidents
- Fake news and its implications.
- Who to put on TV – the consequences of getting it wrong
- What does a good social media governance plan look like and how to manage the fallout from stories in the public domain?
- What associated financial losses could your organisation be exposed to and how can such damage be limited?
- Are travellers being conditioned to a degree of apathy by competitive media outlets over reporting terrorist incidents?

Pauline Adam, Crisis Management Project Manager, Petrofac Training
Phil Bigley
Miriam Rich, Director, Rich Communications Ltd
Lloyd Figgins, FRGS, CEO & Founder, LFL – Global Risk Mitigation
Session Ten – Outsourcing And Recruitment

**14.55 Skills and qualifications for delivering security in a complex world**
- Current and future global trends and their implications
- Stages of corporate security management development
- Promoting information literacy, education and innovation in the security sector

*Dr. Alison Wakefield, Chair, The Security Institute* and Senior Lecturer in Security Risk Management, *University of Portsmouth*

**15.25 PANEL SESSION - Panel Session - To what extent have many ex government, intelligence, police and military struggled to flourish in the corporate security world?**
- What significant skills and experience do ex Military, police and government personnel bring to the table and is too much emphasis put on this pedigree?
- Can your new recruits completely put aside old loyalties and work 100% on your behalf?
- The danger from cost-cutting providers flooding the market with basic infantry personnel, offering limited depth and experience.
- Commercial skills, corporate experience and aptitude - does your new ex-military recruit have them?
- Being wary of providers who are heavily weighted with one client.

*Dr. Alison Wakefield, Chair, The Security Institute* and Senior Lecturer in Security Risk Management, *University of Portsmouth*

*Rich Stevens, Assistant Director, Global Security (Risk Management), Ernst & Young LLP*

*Mike Hurst, Vice Chairman, ASIS UK Chapter* and Director, *HJA Security Recruitment*

**15.50 Closing Remarks by the Chair**

**16.00 Close of Conference and Refreshments**
REGISTRATION FORM

Complete all relevant sections of this form and either:
Email: bookings@contegoevents.com
Or register online at www.regonline.com/Dutyofcare2018

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

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

☐ Invoice Please send an invoice to ____________________________________________

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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 month before the day of the conference and
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