Corporate

Travel Safety Conference

Protecting Travelling Workers and Expats Abroad

6-7 March 2019

SINGAPORE

Organised by

Novotel Singapore Clarke Quay

6-7 March, 2019, Singapore

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ABOUT THE CONFERENCE

Duty of care, as it relates to travel safety and risk mitigation is now a widely used expression, embedded in the literature of a burgeoning travel security industry which has arisen from a dramatic shift in the corporate travel risk landscape. With global threat levels involving terrorism, extreme weather, civil wars and other geopolitical factors remaining high, your employees’ awareness and perception of risk has been heightened, as has their understanding of the safe work environment their employers are legally required to provide. Case law from around the world illustrates how employees are effectively demonstrating in court the travel safety negligence of their employers when they sue them following an incident.

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 globally mobile, fulfilling duty of care can seem like a daunting task for employers which is made more challenging by the inconsistent levels of adoption around the globe.

How an organisation has prepared for and responded to an incident overseas affecting one or several of their employees, can ultimately mean the difference between life and death, not to mention the fallout from lawsuits, reputational loss and in some jurisdictions, criminal charges and prison sentences for directors.

By attending this conference, delegates will be able to hear some of the leading initiatives from corporates and NGOs on how they mitigate risks to their employees and then assess whether their own in-house travel and risk procedures are fit for purpose and resonating with their workforce. 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, hear about some of the leading initiatives from companies who are doing it well, swap ideas and best practice and meet face to face the providers who are offering solutions in this area.

For all enquiries including speaking, sponsoring and exhibiting

Please contact Caroline Fuller at M: +44 (0) 797 440 6673  E: caroline@contegoevents.com
W: www.travelsafetyconference.com

Book delegate places online at www.regonline.com/travelsafety
Join the Discussion

? Are you simply putting in the measures to protect your company legally or are you proactively protecting your travelling workforce? What is the difference?

? Rogue booking and bleisure - 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? How might this shape up in the court rooms following an incident overseas where corporate liability is suddenly thrust into the limelight?

? What impact is the latest case law having on decisions in court?

? How do business travellers demonstrate travel safety negligence in court when they litigate their employers following an incident?

? How are expats and their families unintentionally running afoul of foreign laws?

? Is the threat of reputational risk sufficiently hitting home with C-Suites when it relates to travelling employees?

? Screening third parties - do you know who you are working with?

? Using public Wi-Fi with business devices - why are the majority or companies still struggling to implement policies which prohibit its use?

? How should you determine what your company's limits of acceptable behaviour are regarding cyberspace and the accountability of your employees for their own cyber security?

? Are companies under estimating the impact of long-term overseas assignments on their expats' mental health?

? How must the traditional assistance industry evolve to meet changing travel patterns and risks?

? What resources should companies make available to the family of an employee in the event of a serious incident abroad?

? How do you determine whether your assignee’s family life is sufficiently robust to weather the transition of an overseas assignment?

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)
- Occupational Health and Medical Directors
- Risk Management & Insurance
- Travel Managers
- Operational Security & Intelligence
- Assistance and Rescue
Novotel Singapore Clarke Quay

Located on the 5th floor, the Cinnamon Ballroom offers access to a semi-private terrace overlooking Clarke Quay.

With breathtaking views of the Singapore city skyline, the Singapore River, the lush green rays of Fort Canning Park, The Terrace provides a wonderful setting for our conference drinks reception.

Novotel Singapore Clarke Quay, situated in the heart of Singapore and within the vibrant Clarke Quay area is one of Singapore’s best located hotels, both for tourists and business travellers. It is located close to the famous shopping paradise of Orchard Road and the Suntec City Convention Center. The hotel has 403 beautifully appointed rooms and a Premier Lounge. The hotel offers great conference facilities, an outdoor swimming pool, a bar and three restaurants serving local and international cuisine.

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

**Standard rooms** S$225 ++ (inclusive of 1 Breakfast)

**Superior rooms** S$240 ++ (inclusive of 1 Breakfast)

For information on how to book rooms as part of the conference block or for further assistance please contact;

Caroline Fuller at caroline@contegoevents.co.uk  Tel +44 (0) 7974406673
DAY ONE PROGRAMME (agenda subject to change)
Wednesday, 6th March, 2019

08.15 Refreshments
08.55 Welcome from the Chair

Session One - The Current Landscape

09.05 Defining Duty of Care and Sustainability in the Context of Travel Risk Management
- Why does Duty of Care matter?
  - A challenging landscape that needs constant adjustment
  - Are you simply putting in the measures to protect your company legally or are you proactively protecting your travelling workforce? What is the difference?
  - Which services and solutions to help you plan your journey of Duty of Care
- Achieving your Sustainability Goals through your travel risk management programme
- The Singapore Declaration and its implications for supporting the health, safety and security risk prevention principles in business related travel.

09.30 Risk Update – Current And Future Threat Landscape
- Overview of the real and perceived risks facing business travellers in the next 12 months
- Security and medical stats from 2018 – what was predicted and what was not?
- Every day risks and why these top the bill
- Terrorist groups competing for notoriety
- Kidnapping and vehicle hijack
- Meteorological and environmental threats
- Street crime and assault – where are the hotspots
- Aviation and airport security
- Implications of Brexit, The Trump presidency and geopolitical factors on travel security

09.55 Importance of Aligning and Highlighting the Socio-Cultural Components into an Organization’s Travel Security Management Plan
- The importance of understanding and aligning an area’s socio-cultural environment in making and observing an effective Travel security management plan.
- Case study of Philippines based on actual experiences, ground based challenges, standards and best practices that we have observed, devised and are currently being practiced
- Determining comfort levels, understanding societal histories and behaviors, best practices in terms of aligning operational security and safety procedures with local laws and identifying the most effective and relevant strategy possible.
- How do some aid organizations, through the socio-cultural aspect of their travel security management plan, successfully operate among disaster-prone and conflict affected areas in the Philippines?

10.20 Questions
**PANEL SESSION - Corporate Behaviour, Millennial Mindsets And Compliance Challenges**

- Rogue booking and bleisure - 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?
- Why is non-compliance still an issue if it is not part of any employees remit to explore their own travel options?
- 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?
- Does non-compliance have any consequence for the offender?
- Refusal to adhere to policy-what is the employer recourse?

**Duty Of Care, Duty To Warn, Travel Risk Management, Travel Safety: What Does It Really Mean And What Makes Sense From A Travel Safety Risk Perspective?**

The terms “employer Duty of Care”, “Duty to Warn”, “Travel Risk Management”, “Travel Safety Compliance” are often thrown around, especially by risk management, insurance & assistance providers. But honestly, do you really know what all those concepts mean? Do you really know what the laws require you to put in place? And what makes sense in practice? And what is just not necessary at all?

If you ask a lawyer you get a different set of opinion compared to what your travel security provider is telling. This session will marry the two and explain the concepts of travel risk management, duty of care, duty to warn and all the other fancy concepts people talk about. We will make it crystal clear what makes practical sense and at the same time what tools will help corporates to comply with international laws.

- Duty of care, duty to warn, travel security and other myths busted.
- What is it that companies are morally and legally obligated to do? How does it work in practice, not theory?
- Enterprise risk management, that includes mobility, relocation and travel...the real focus for business and management

**Challenges Around Promoting Duty of Care Among Middle Management**

- Expat complacence over local laws and regulations

**Questions**
PROGRAMME

Wednesday, 6th March, 2019

12.30 PANEL SESSION - Behavioural Risk - How Do You Influence Change In Your Travellers Behaviour And Attitudes? Can The Decisions Travellers Choose To Make Be Altered?

- Understanding your own profile, how you would react under stress and the behaviours which could get you into trouble.
- Finding common ground vs instinctively negative
- Inducing desired behaviours with positive strategies
- Complacency around regular travel – overcoming ‘we know the city, we’ve been there before’ mentality
- Groupthink mentality which can inflame a situation.
- Challenges around alcohol and business drinking cultures
- Being explicit in your expectations of conduct
- What risks and liability might an employer face if non-compliance is consistently having little of no consequence for the offender?
- How do you change the habits and behaviours of subcontractors, agents and consultants who may be representing your organisation?
- How far can you monitor and dictate people’s social media conversations?
- Managing your social media footprint prior to travel, issues around retweeters in your network

13.10 Lunch

Session Four - In-House Policies and Procedures

14.10 Developing A Defensible Travel Safety Programme Which Caters For Individual Needs

- Communicating risks to your globally mobile workforce
- Updating existing policies to resonate with today’s workforce
- The challenges for a multinational in implementing a robust programme with consistent standards across a global business.
- Zoning out to too many non-targeted push alerts and notifications
- How do you conduct a gap analysis to determine your company’s key areas of exposure?
- Treating senior level management differently overseas? What are the challenges around unifying your policies across the board?

14.35 NGO Safety and Security: the Singapore Red Cross Experience

- Phases of a mission: before, during and after
- Training of volunteers and staff
- Setting standards and SOPs
- Leadership and culture
- Communications
- In case of emergency...

15.00 Accounting For Your Travellers During A Crisis - Corporate Case Study

15.25 Questions

15.30 Refreshments
PROGRAMME (agenda subject to change)

Wednesday, 6th March, 2019

Session Five - Handling Threats and Risk Mitigation

15.55 A Kidnap And Ransom Incident - What Is Happening In The Background?

16.20 PANEL SESSION – Situational Awareness - Are Companies Putting Sufficient Resources Into Educating Employees How To React Should They Be Caught Up In An Incident Overseas?

- What is situational awareness?
- Developing situational awareness by colour zones – which zone are you at?
- Educating employees on reaction measures vs educating employees on proactive measures
- Are companies putting sufficient resources to cope with overseas travellers arriving into their premises?

17.00 PANEL SESSION - Is The Threat Of Reputational Risk Sufficiently Hitting Home With C-Suites When It Relates To Travelling Employees?

17.35 Close Of Day One And Networking Drinks Reception
DAY TWO PROGRAMME (agenda subject to change)
Thursday, 7th March, 2019

08.15 Refreshments
09.00 Welcome from the Chair

Session Six - High Risk Locations

09.10 High Risk Employees In High Risk Locations
- Kidnap and the perception of risk
- Educating high risk employees on their personal level of vulnerability
- Building awareness of the risks without creating paranoia
- Recognising and responding to changes in their risk profile
- High-risk speciality insurance
- Hardening their security posture
- To self drive or not?

09.35 Case Study - How Do You Centrally Manage A Large Number Of Travellers Within A Corporation Operating In High Risk Locations?

10.00 Planning For An Evacuation - How Prepared Is Your Company?
- Expectations towards local providers
- Vetting local providers (transportation, guarding, advisors, incident response)
- Pitfalls in the use of local providers with real life examples
- Recommendations for vetting and improving cooperation with local providers.

10.25 Crisis Management Challenges in South Asia
- What are the multiple risks which business operations and travellers in South Asia are exposed to?
- Why do situations so easily turn into a crisis for the organisation?
- What validated crisis response and extraction plans should organisations have in place?
- Creating employee awareness - training, simulation and drills
- Thinking globally, planning locally - what support from local government and administrative authorities in South Asia might you expect and how could this vary from country to country?
- Case studies and best practices

10.50 Screening Third Parties - Do You Know Who You Are Working With?
- Expectations towards local providers
- Vetting local providers (transportation, guarding, advisors, incident response)
- Pitfalls in the use of local providers with real life examples
- Recommendations for vetting and improving cooperation with local providers.

11.15 Questions
11.25 Refreshments
PROGRAMME  
(agenda subject to change)

Thursday, 7th March, 2019

11.50 PANEL SESSION – What Should Companies Be Looking For When Choosing A Hotel?

• Hotel management structures – owned versus managed or franchised
• Brand vulnerability – Terrorist targeting – international hotel chains versus non branded hotels. Reality versus assumption
• Room cost versus duty of care
• What should you be checking for when your choices are limited
• Selecting a hotel partner does not devolve your duty of care to the hotel company

Session Eight - Health and Repatriation

12.15 Pandemics: The Good, The Bad and the Ugly (what you need to know before and when you travel)

• What you need to do and what you need to consider BEFORE you travel (Preparation)
• How to stay safe(r) when traveling in affected areas (Prevention)
• What to expect and what you should do if you get caught up in an outbreak (Response)

12.35 Case Study - Understanding The Repatriation Process For Sick and Deceased Employees

• What you need to do and what you need to consider BEFORE you travel (Preparation)
• How to stay safe(r) when traveling in affected areas (Prevention)
• What to expect and what you should do if you get caught up in an outbreak (Response)

13.00 Questions
13.10 Lunch
Mental Health Issues For Travellers And Expats

- Are companies under estimating the impact of long-term overseas assignments on their expats mental health?
- Should companies be offering a coping mechanism ahead of postings?
- To what extent can employee assistance programmes and a virtual counselling services help?

Why Big Data Will Soon Be Disrupting The Healthcare Chain

- Challenges of accessing accurate and granular healthcare information.
- To what extent is the model used by health insurance providers to assess medical facilities outdated and what does this mean for the insured?

PANEL SESSION- Understanding The Response Process Used By Medical Assistance Providers In General And Remote Travel

- Regions without basic emergency services
- Case studies
- Occupational health risks in developed versus undeveloped countries
- How must the traditional assistance industry evolve to meet changing travel patterns and risks?
- Travel health risk management – issues around risk ownership with multiple stakeholders

PANEL SESSION - Duty Of Care Owed To Family Members

- What resources should companies make available to the family of an employee in the event of a serious incident abroad?
- Crisis communication, social media and the fast pace of online news-how should companies be guiding family members of an employee involved in a serious incident?
- The challenges faced by spouses and children – what level of support should organisations be offering?
- Is your assignee’s family life sufficiently robust to weather the transition?
- The impact of effective organizational support on spouse adjustment
- Transition coaching for high risk locations

Closing Remarks by the Chair

Refreshments and Close of Conference
Registration Form

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

Title ________________________________
Name ________________________________
Position ________________________________
Organisation ________________________________
Address ____________________________________________
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Email ____________________________________________
Tel ____________________________________________
Fax ____________________________________________

Additional requirements - please describe them here ____________________________________________

☐ Standard Rate : S$ 850
☐ NGO/Charity Rate : S$ 450

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

☐ Invoice Please send an invoice to ____________________________________________

☐ Cheque I enclose a cheque made payable to Contego Events Ltd

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Card No ____________________________________________
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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 will be refunded minus an administration fee of S$ 150. We regret that no refund can be made after that date for whatever reason. Substitutions will be accepted if notified in writing prior to the event.

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