

5th International Conference on

Duty of care

Protecting workers and expats overseas

Chaired by

Sue Williams QPM
International kidnap response expert



Wednesday 3rd - Thursday 4th May, 2017, Millennium Gloucester Hotel, London U.K.

Speakers and session hosts include;

Admiral The Right Honourable Lord West of Spithead
Dr. Mark Parrish *International SOS*
James Wood *International SOS and Control Risks*
David Curran *Edson Tiger*
Ivor Terret *AS Solution*
Dean Foster *DFA Intercultural Global Solutions*
Andy Brown *A.Kain & Partners LLP*
Anupama Pradhan *MitKat Advisory Services*
Lloyd Figgins *LFL - Global Risk Mitigation*
Carolyn Pearson *maiden-voyage.com*
Fiona Gill *DAC Beachcroft*
Brittany Damora *GardaWorld*
Fred Keeling *Wood Group*
Robert Walker *International SOS*
Sean Denson *World Vision*

Dave Mason *Mentor Consultancy*
Dr Mike Drayton *Opus Performance Ltd*
Colonel Sushil Pradhan *MitKat Advisory Services*
Matt Ladbrook *Wilderness Expertise Ltd*
Sam Roper *Google*
John Rose *iJET*
Rachel Moore *Kennedys*
Paul Quaglia *APAC Assistance*
Iain Findlay *Black & Veatch*
James Brandon *Stirling Assynt (Europe) Ltd*
Pauline Adam *Petrofac Training*
Chris Job MBE *Drum Cussac Group*
Matthew Westley MBE *Drum Cussac Group*
Marco Pacchierotti *Leonardo*
David Clamp *Rayleigh International*

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About the Conference

With global threat levels involving terrorism, extreme weather and civil wars rising, we have seen a dramatic shift in the corporate travel risk landscape over the past couple of years. Companies are now preparing for scenarios such as bomb threats in European hotels which not so long ago barely featured on the radar.

Yet understanding the real risks and your travellers' exposure to them can sometimes be confusing when the media has an impact on your travellers' fear and anxiety, pushing the threat of terrorism as a traveller concern to the forefront of our minds.



Delegates attending this conference can receive 23 structured learning points towards the annual Continuing Professional Development scheme administered by the Security Institute.

See www.security-institute.org for further details of this scheme which is open to everyone. No membership required.

The concept of duty of care as it relates to travel risk management is a widely used term and many organisations now have all encompassing travel risk management programmes to ensure the safety and well-being of their staff.

So what happens when your travellers start to tune-out of your policies?

Will the use of sharing economy providers start to break down the structures companies have in place to comply with duty of care?

How will the Millennial mindset impact on travel polices as Millennials start to take on more senior roles within organisations?

Is your security and first aid training fit for purpose?

When did you last audit your travel risk management programme?

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
- C Suite and Senior HR executives
- Health & safety
- Corporate travel managers and buyers
- Risk management & insurance
- Assistance & rescue
- Legal (inhouse & private practice)
- Business Continuity
- Global Mobility Professionals
- Operational security & intelligence
- Project advisers

Book online at www.regonline.com/dutyofcare2017

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 levels of adoption around the globe. The balance between having robust processes in place to protect staff overseas and conducting business in an efficient and profitable manner can sometimes be difficult.

Slow growth in Western economies combined with the Brexit vote is fuelling an interest in exploring new markets outside of historic territories. Yet maximising the cost effectiveness of business trips can involve multiple stops and last minute adjustments which result in highly complex travel itineraries. For SME's who may not have the manpower or budget to create an all encompassing travel risk management programme, how can they ensure they have a robust crisis management plan in place to protect their employees and reputation?

Delegates attending this conference may be eligible to receive Continuing Professional Education credit or CPEs toward ASIS re-certification. Individuals seeking re-certification credit should check with ASIS and review the filing process at;

<https://www.asisonline.org/Certification/Recertification/Pages/default.aspx>

New for 2017



If your company is looking to explore new markets overseas or you simply want to hear the latest security, health and cultural advice from a range of experts, roundtable sessions will provide a unique opportunity to ask your questions and pick the brains of experts and peers who are active in these areas.

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 providers who are offering solutions in this area.

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.

Programme (subject to change)

Wednesday 3rd May 2017

08.15 Refreshments, registration and exhibition

09.00 Welcome from the Chair

Session One: The Current Landscape

Keynote Address

09.10 **Business travel in a new era of global terrorism**

- Understanding the changing face of the terrorism threat

Admiral The Right Honourable Lord West of Spithead

09.35 **What to expect in 2017 and beyond**

- Perceived vs actuals risks
- Medical and Security outlooks
- Key takeaways - what it means for your business

Dr Mark Parrish, Regional Medical Director, **International SOS**

James Wood, Regional Security Operations Manager, **International SOS and Control Risks**

10.25 Questions

10.35 **Panel session - Traveller fear and anxiety**

- Are privacy concerns becoming less of an issue for business travellers as terror threats increase?

Sam Roper, Regional Security Manager, Southern Europe, Russia, Middle East & Africa, **Google**

John Rose, Chief Operating Officer, **iJET International, Inc.**

Dave Mason, Head of Media Training, **Mentor Consultancy**

11.05 Refreshment Break

Session Two: Managing your corporate travel risk liability

11.30 **Common threat picture at global HQ and country operation level**

- Harmonising risk management practices to account for travellers, expatriate staff and national staff
- The new business as usual?
- Stay, go, return?
- Istanbul Case study

Matthew Westley MBE, Director Risk Consulting, **Drum Cussac Group**

11.55 **Regulatory risks and recent case law**

- A brief recap of the statutory health and safety duties and the Corporate Manslaughter Act
- Recent case law and coroners inquests
- Territorial limits
- Reputation damage

Fiona Gill, Partner, **DAC Beachcroft**

Programme (subject to change)

Wednesday 3rd May 2017

12.20 Investigating an incident overseas

- Why investigate an incident overseas
- The role of the investigator
- Dealing with local authorities
- Understanding expertise

Lloyd Figgins, FRGS, CEO & Founder, LFL – Global Risk Mitigation

12.45 Questions

13.00 Lunch

Session Three

14.00 Judicial Inquiry and the role of the Expert Witness

- Judicial Inquiry - what happens when it goes wrong
- Role of the Expert Witness
- Defensible Decision Making
- Learning Lessons - Briefing & Debriefing

Andy Brown, Partner, A.Kain & Partners LLP

14.30 Findings from the 'Women in Business Travel' survey

- How do you account for the specific needs of female business travellers without treating them differently?

Carolyn Pearson, CEO, maiden-voyage.com

14.55 Questions

15.05 Panel session - Challenges around duty of care when ridesharing and sharing economy services are being demanded by employees

Robert Walker, Head of Information, Travel Security, International SOS

Carolyn Pearson, CEO, maiden-voyage.com

Daniel Davey, Uber for Business Team, Uber



15.40 Refreshments

Session Four – Roundtables or Crisis Management Workshop

16.05 **ROUNDTABLES** - Many of the round tables will focus on specific geographical areas, giving delegates the opportunity to hear more tailored guidance on some of the areas they may travel to, in terms of security, health and cultural considerations which could impact their travellers or expats. For organisations who are setting up a travel risk management for the first time or simply want to revisit their policies, there will be sessions for companies who wish to have a better understanding of the principle laws surrounding duty of care or how to build/update a travel risk management programme.

NEW - We will also be hosting for the first time a **crisis management workshop**, based on real-life medical and security scenarios. This workshop will **only take place on day 1**, so make sure you register your interest to avoid disappointment.

All sessions will take place simultaneously, will each last for one hour and are designed to encourage discussion in smaller groups. The round table discussion groups will be repeated on the second day of the conference, offering delegates the opportunity to explore two of the topics in depth with key experts in each field.



1 Creating a travel risk management programme

Sam Roper
Regional Security Manager, Google



2 Doing Business/working in INDIA

Sushil and Anupama Pradhan
MitKat Advisory Services
Iain Findlay
Regional Security Manager, Black & Veatch



3 Doing Business/working in ISLAMIC COUNTRIES

David Curran
Director, Edson Tiger
Marco Pacchierotti
Travel Security Manager, Leonardo



4 Doing Business/working in SUB-SAHARAN AFRICA

Brittany Damora
Senior Operations Manager, GardaWorld
Fred Keeling
Security Director, Wood Group



5 Is your Security and First Aid training fit for purpose?

Lloyd Figgins
Founder, LFL – Global Risk Mitigation
Matt Ladbrook
Consultant in Remote Medical Care



6 Understanding the principle laws surrounding duty of care

Fiona Gill
Partner, DAC Beachcroft
Alastair Homan
Associate, DAC Beachcroft



Control Risks

Crisis Management Workshop:

Theory is one thing – what do you do in practice?

Attend this interactive workshop and challenge your ability to effectively manage a crisis.

International SOS and Control Risks experts will run a number of medical and security real-case scenarios, with a specific focus on:

- Organisational preparedness
- Preparing for travel
- Response to incidents

Who should attend?

Managers with responsibility for Business Continuity, Health, Safety and Environment (HSE), Crisis management, Risk and Security, Travel, Procurement, HR and Medical Directors.

Session Five – Culture

17.05 Doing business across borders - what you need to know to manage cultural differences in a world of Brexit, BRICS and boundariless borders
Dean Foster, President & Founder, DFA Intercultural Global Solutions

17.30 Questions

17.40 Close of Day One and drinks Reception



Programme (subject to change)

Day Two

Thursday 4th May 2017

08.15 Refreshments, registration and exhibition

09.00 Welcome from the Chair

Session Six – Working in challenging and hostile environments

09.10 Road traffic accidents and driving overseas

- Identifying local driving requirements and training
- Insurance and impact of Vnuk judgment
- Investigating motor accidents overseas
- Criminal and civil actions in motor accidents overseas - how they can differ from the UK
- Impact of Brexit on claims arising from motor accidents overseas

Rachel Moore, Partner, Kennedys

09.35 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
- Detecting hostile surveillance and the build up to an attack
- Developing their overall situational awareness

Ivor Terret, Vice President, AS Solution

10.00 Managing the agile travel needs of the SE Asia risk environment

- Overview of risks in SE Asia
- Why you must use a global security company
- Why that alone does not meet all your duty of care and professional operational needs
- What is the global security travel conundrum?
 - “command and control” – the one contract solution
 - the realities of alert and respond
 - the complexity of response given the complexity of borders and languages

Paul Quaglia, CEO, APAC Assistance and Founder, APAC Alliance

10.25 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

Colonel Sushil Pradhan, Director, MitKat Advisory Services Pvt. Ltd

10.50 Planning for an evacuation - how prepared is your company?

- Managing risk in a fast moving context with limited reliable intelligence
- Accounting for your people and safeguarding your business interests
- Disruption to normal decision making processes
- Local nationals - has your company policy defined who is covered?
- Retaining the option to return and the goodwill of host government

John Rose, Chief Operating Officer, iJET International, Inc.

11.15 Questions

11.30 Refreshment Break

Session Seven – Roundtables



1 Creating a travel risk management programme

Chris Job MBE,
Chief Operating Officer
Drum Cussac Group



2 Doing Business/working in **RUSSIA**

Anna Walker
Associate Director, Europe, Control Risks



3 Managing and mitigating the tax liabilities of travel

John Scott,
CEO
Voyage Manager Ltd



4 Doing Business/working in **JAPAN**

Simon Chelton
Managing Director, CCL International



5 Doing Business/working in **ISLAMIC COUNTRIES**

David Curran
Director, Edson Tiger
Marco Pacchierotti
Travel Security Manager, Leonardo



6 Doing Business/working in **SINGAPORE**

Paul Quaglia
CEO, APAC Assistance



7 Doing Business/working in **AFRICA**

David Clamp
Director of Safety, Rayleigh International



8 Doing Business/working in **LATIN AMERICA**

Sean Denson
Director of Operations, World Vision



9 Is your Security and First Aid training fit for purpose?

Lloyd Figgins
Founder, LFL – Global Risk Mitigation
Matt Ladbrook
Consultant in Remote Medical Care



10 The Jihadi terrorist threat to travellers- what does the future look like?

James Brandon
Director of Geo-Political Intelligence,
Stirling Assynt



11 Understanding the principle laws surrounding duty of care

Rachel Moore,
Partner, Kennedys

12.55 Roundtable hosts to report back to the chair and delegates any salient points which emerged during their sessions over the past 2 days.

13.05 Lunch

Programme (subject to change)

Thursday 4th May 2017

Session Eight: Post Incident Management

14.05 Post incident management and employer obligations

- Why are organisations worried about PTSD?
- Absenteeism and presenteeism
- Early identification of PTSD-are your managers able to recognise the early signs and do they have the treatment tools to support the individual?
- Why screening your employees pre-deployment does not work
- Peer support training
- The risks of psychological de-briefing
- Snake oil salesmen and quick trauma cures

Dr Mike Drayton, Director, Opus Performance Ltd

14.30 Are your travellers suffering from traveller friction?

- Recognising how traveller burnout problems are impacting your business
- Ways to improve human capital management
- Developing mitigation strategies for your high friction travellers
- Pervasive interconnectivity and the stressed traveller

Kate Nowlan, Chief Executive, CiC

14.55 The Duty of care owed to spouses and family

- Notification to employees' next of kin following an incident overseas
- Forming and maintaining supportive and appropriate liaison with family
- Communication and cultural considerations
- Impact on families and the company Family Liaison Representatives
- Protecting company reputation

Pauline Adam, Crisis Management Project Manager, Petrofac Training

15.20 Questions

15.30 Chair's closing remarks

15.35 Refreshments and close of conference

Book online at www.regonline.com/dutyofcare2017



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>

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.



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@contogoevents.com for the promo code. This rate will expire on **3rd April 2017**.

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>



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.



Registration form

Duty of Care

Protecting workers and expats overseas

3-4 May 2017, London

Complete all relevant sections of this form and either:

Email: bookings@contegoevents.com

Or register online at www.regonline.com/dutyofcare2017

Title _____

Name _____

Position _____

Organisation _____

Address _____

Email _____

Tel _____

Fax _____

Additional requirements - please describe them here

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.

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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 100 GBP. 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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