"There are no foreign lands. It is the traveler only who is foreign..."

Robert Louis Stevenson

INTERNATIONAL SOS

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RECENT GLOBAL EVENTS

NEPAL EARTHQUAKE

ZIKA

TIANJIN EXPLOSION

PARIS AND BRUSSELS ATTACKS

NICE ATTACK

BANGKOK PROTESTS/CIVIL UNREST

SYRIAN REFUGEES CRISIS

EBOLA WEST AFRICA

A Rise in Travel Risk

PERCEPTION

Rank	Issue
1	Terrorism
2	Civil unrest
3	Extreme weather events
4	Petty crime
5	Natural disasters
6	Infectious diseases
7	Road accidents
8	Stomach/gastrointestinal problems
9	Zika virus
10	Flu
11	Inadequate healthcare
12	Gun violence
13	Non-infectious diseases

REALITY

Rank	Issue
1	**Stomach/gastrointestinal problems**
2	**Road accidents**
3	**Inadequate healthcare**
4	**Flu**
5	**Non-infectious diseases**
6	Infectious diseases
7	Petty crime
8	Zika virus
9	Extreme weather events
10	Natural disasters
11	Civil unrest
12	Terrorism
13	Gun violence

https://www.ipsos-mori.com

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Control Risks

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What is Duty of Care (Loyalty)?

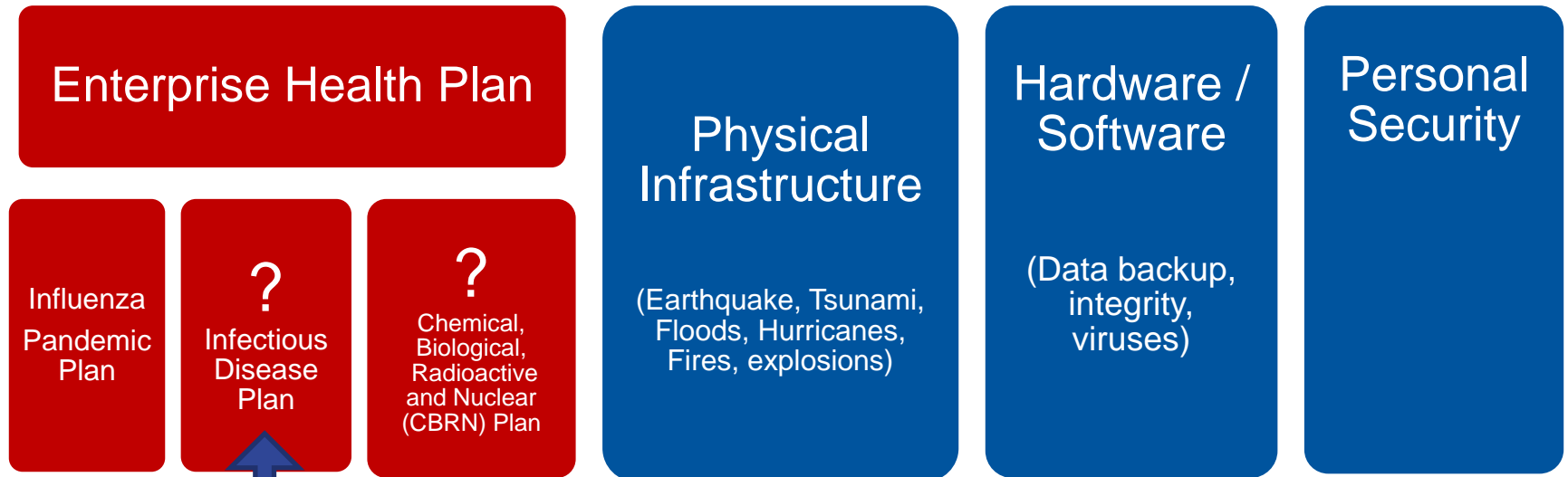Ethical, Legal, Fiduciary, Commercial, Social Responsibility, Moral → Duty of Care
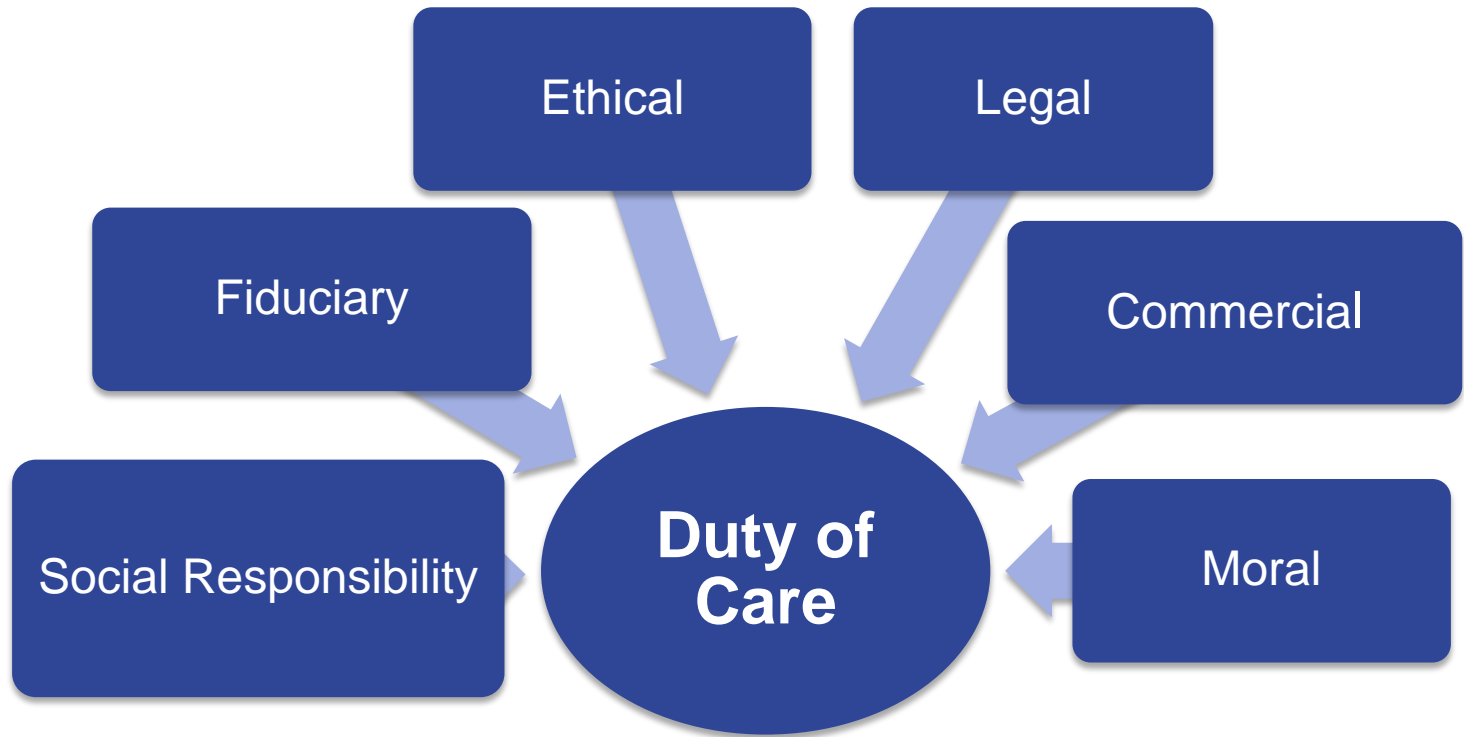
"Obligations to act toward others and the public in a prudent and cautious manner to avoid the risk of reasonable **foreseeable** injury to others."

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TRM Continuum

- Experienced an incident
- Focus on legal aspect

At Risk

Compliance Focus

Corporate Social Responsibility (CSR) Focus

- Unaware of Duty of Care obligation
- This will not happen to us
- Don't know how

- It's the right thing to do for our employees

Crisis Management Planning

Crisis Management Plan

Enterprise Health Plan

| Influenza Pandemic Plan | ? Infectious Disease Plan | ? Chemical, Biological, Radioactive and Nuclear (CBRN) Plan |

Physical Infrastructure

(Earthquake, Tsunami, Floods, Hurricanes, Fires, explosions)

Hardware / Software

(Data backup, integrity, viruses)
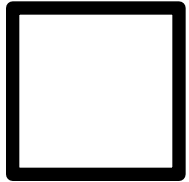
Personal Security

Ebola / MERS CoA / Measles / Mumps / Norovirus / Zika

Expected ? "PLAN"

EVENT

Check

Unexpected (Local)

Heart Attack

Chicken Pox

Snake Bite

Stroke

Cholera

Malaria

Tuberculosis

Dengue

5-year Probability: HIGH

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Best Practice

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What Organizations Did: 2016 (Best Practice)

Global Health Security plans

- Plans for multiple threats
- How to protect employees and maintain operations
- Procedures, communications, supplies

Developed Zika-specific plans

- Local vector control programs
- Traveler communications

Corporate clinics

- Focus on non-communicable disease (NCD) management in emerging market countries

Local air pollution guidelines for work

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Today: Communication is key

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Exposure for organizations that did not follow best practice*

Security Incident

- Unable to mitigate against loss of life (lack of education/planning)
- Unable to "track" their mobile workforce at incident location
- Unable to evacuate travelers out of harms way (lack of planning)
- Threat to brand
- $$ lost due to litigation (foreseeable risks) and lost work hours

Medical Incident

- Unable to mitigate against infection/illness/injury (lack of education/planning)
- Lack of screening programs to identify "at-risk" travelers
- No destination healthcare resource (quality of care/relationship with facility(s)/GOP/language capabilities)
- No evacuation plan to upgrade healthcare
- Threat to brand
- $$ lost due to litigation (foreseeable risks) and lost work hours

*Value of partnership with assistance company (over and above insurance company)

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Health and Security Risks/Challenges: 2017

Millennial travelers and assignees

- Psychological wellness/risky behaviors
- LGBTQ
- Targeted communications and support

Global wellness

- "Global Culture of Health"
- "Emerging market" wellness/preventative programs

Global Health Security

- Ensure duty of care with plans for multiple security and health threats
- Kidnap and ransom: How big is the risk?

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Questions

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