

PLAN FOR EVERYTHING. EVEN THE UNEXPECTED.



Health & security preparedness, wherever your events take you.

Whether you have executives travelling on a single trip or attendees at a large event, ensuring their health and safety is crucial. Being prepared for the unexpected and able to respond to medical and security issues during an event requires expert support. All challenges you will encounter, big or small, can have a significant impact not only on your teams and guests but also on the success of the event – and worse, in some cases, can damage the reputation of your organisation. This is why planning ahead, even for the unexpected, is key.

Questions to consider when planning to attend or host an event:

1

Have you evaluated the potential impact of unforeseen events, such as natural disasters, political unrest, or health crises, on your employees / delegates attending global events, and do you have contingency plans in place to address these situations effectively?

2

Do you have a 24/7 support system in place that can respond promptly to emergencies and crises, ensuring your employees receive immediate assistance, medical care, and evacuation if necessary, during their international travels for events?

3

What are the reputational risks if you do not have an appropriate policy and plan in place to reduce the likelihood of an incident occurring and managing its impact?

INTRODUCING EVENTSAFE

The EventSafe solution provides organisations with an end-to-end and integrated set of services based on your needs and requirements and local regulations/context to plan, mitigate and manage any medical and security incidents that may occur during an event's life cycle: pre-event, during, and post-event.

EventSafe leverages International SOS's expertise and global network to offer a comprehensive and cost-effective solution to meet the needs of organisations and to ensure a safe and successful well-attended event.

Global Events



Client Event



This solution offers:

- › Pre-event briefing and risk assessment from Medical & Security perspective
- › Medical staffing at the event, medical equipment and supplies
- › Access to hospitals
- › Security assistance including a potential deployment dependent on the requirements
- › Medical and Security Information and Analysis
- › Support for all event attendees, regardless of employment status
- › On-ground support through a dedicated Health or Security Coordinator
- › Hotline/service line services
- › Medical and security evacuation plan

WHY PARTNER WITH INTERNATIONAL SOS



Ensure Compliance

Compliance with the event's local laws and regulations pertaining to hosting events. In some countries, laws may be applied (such as the pending Protect Duty (Martyn's Law) in the United Kingdom).



Reduce likelihood of incidents

Reduce likelihood of incidents and liability on-site by understanding the location, environment, employee job function and any specific health and security risks.



Global Standards / Ensure Consistency

Provide a consistent, comprehensive (medical and security) framework that is applicable to workforce travelling to/ from and working on an event site.



Meet Duty of Care

Offer demonstrable evidence on client benefits for the investment made in putting in place appropriately managed health and security protocols.



Enhance Corporate Brand / Reputation

Organisations are aiming to maintain/ improve their market position by running (& funding/ sponsoring/ partnering) successful, seamless events.



Navigate an Unfamiliar Environment

Help organisations by providing insights on potential, location-specific challenges (i.e., language barriers, cultural differences, etc.) to ensure they have a safe and enjoyable experience.

A FEW EVENTFUL STORIES...

The client, a prominent online food delivery provider sponsoring four of UEFA's football finals, found themselves in a precarious situation after the previous year's chaos. With no in-house security personnel and the added challenge of a potentially divisive election atmosphere, they recognized the pressing need for proactive safety measures.



Turning to International SOS, we provided a robust security solution by deploying a dedicated Security Consultant who collaborated with the client for 3.5 months, meticulously planning and executing security strategies during the four finals. Our comprehensive approach included tailored event medical and security support plans, expert staffing, and 24/7 access to our regional assistance centers.

Thanks to International SOS' intervention, the events unfolded seamlessly, managing one security and three medical assistance cases across all finals, ensuring not only the safety and well-being of the attendees but also safeguarding the client's brand reputation and investment in these prestigious football events.

International SOS assisted a media organisation during a major sporting event in Qatar by providing on-the-ground health support for their business travelers. They deployed an on-site nurse who helped a 59-year-old American male international assignee who required medical advice and a specialist review of his condition during a football match.



The nurse arranged a same-day appointment, accompanied the patient to the hospital, and ensured the medical expenses were smoothly covered as per the pre-agreed terms with the client.

The nurse's local knowledge and thorough research enabled a quick and appropriate referral, ensuring the patient's well-being. This assistance allowed the client to maintain business operations and keep their employees safe throughout the tournament.

In the middle of a week-long Annual Conference of a global tech company in Turkey, the meeting planner was informed that a foreign delegate had just broken his leg and needed assistance. As an experienced organiser, she had already identified some challenges during the planning phase, including onsite and offsite activities, multiple languages spoken and a large number of external guests.



After consulting with her event management company, she contacted International SOS to discuss additional support and found that the Event Support solution was the best fit – with 24/7 assistance in different languages for all delegates.

Based on the profile of the attendees, she agreed with our recommendation for a medical team on standby equipped with medical responder bags for minor first aid incidents. This provides the client a peace of mind throughout the conference.

BEST IN CLASS SUPPORT. AFFORDABLY PACKAGED.

With a range of services including pre-planning advice and 24/7 health and travel security assistance globally, International SOS brings you the support you need so you can focus on making your event a success.



MEETINGS & EVENTS DUTY OF CARE SAFETY & SECURITY CHECKLIST

Planning and location selection:

- Contact International SOS to discuss my next event and assess the hosting country's health & security infrastructure
- Agree on the hosting country, review any country-specific event legislation, inform my travel managers.
- Review options for event location (hotel, venue space, etc.) and the potential risks in the vicinity and at the location
- Discuss the profile of the attendees (age, known medical conditions...) and differentiate between employees, partners, guests etc.
- Review any recent medical or security incidents in the vicinity of the event location, as well as available medical and logistical infrastructure

Offsite activities & Transport:

- Discuss available medical infrastructure in relation to all venues with International SOS
- Consider any additional security and medical support that may be required, such as security management, access to third-party security providers, medical staffing, etc
- Check if regulations requires ambulance / medical team on standby for triage, first responder, discreet patient movement
- Review access to local medical facilities utilising International SOS providers' network (nearest pharmacy, GP, hospital, dentist)
- Consider transportation during the conference including route planning

Pre-Travel Advice & Travel information:

- Confirm communication plan for attendees around travel insurance cover and responsibility
- Share appropriate pre-travel advice that is sensitive to the location
- Include safety & security information in delegate's pack
- Capture travel details if not booked in-house
- Use International SOS TravelTracker to locate employees and delegates if needed

Event Emergency response plan:

- Develop an Event Medical & Security Support Plan
- Ensure key internal stakeholders are identified and roles are well defined
- Confirm financial approval escalation pathway and associated approval limitations
- Assess crisis management policy and plans, ensuring they are up to date
- Review my Event Medical and Security Support Plan by conducting drills, including route and journey management planning

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WORLDWIDE REACH. HUMAN TOUCH.