Disaster Recovery Plans for your Event: Are You Prepared?

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What could possibly go wrong?
Worst-case scenarios are all too common in the meetings world.
The most prevalent problems

- Medical Emergencies (53%)
- Natural Disasters (20%)
- Violent Crime/Assault (14%)
- Death of an Attendee (13%)
- Fire at Venue (13%)
Many planners have a general crisis plan but only 18% create plans tailored to each event.
Meeting Emergencies

- CEO
- Speaker
- Shipment of materials
- Food poisoning
- Death
- Hurricane
- Food Allergies
4 Major Categories:

- Natural Disasters
- Accidental
- Technological
- Human-Caused
What can YOU do?

• Outline possible scenarios for your event and location
• Rank them in order of probability
• Engage your team
Where to start after you have identified the possible threats?
1. Set up a crisis team and delineate responsibilities
2. Design a command center
3. Make sure your plan aligns with the city or country of your event
4. Keep it short!
5. Go over the plan with your team
6. Update your plans as new crisis occur
What is Risk Management?
Disaster Management

Risk Management
- Identify (Operations and Assets, Risks)
- Minimize (Plan and Budget)

Crisis Management
- Activate Emergency Organizations
- Implement Crisis Management Plan
- Follow Up:
  - Debrief
  - Wrap-Up
Prepare!

- Risk Management
  - Risk Assessment
  - Evaluation & Decision Making
  - Event Security Standards
  - Risk Management Template
  - Emergency Procedures

- Incident Management
  - Incident Management Plan
  - Update for each meeting
  - Remain Calm!
What is at Risk?

- People
- Money
- Property
- Information
- Reputation
- What else?
Evaluation & Decision Making

• Destination Safety
• Weather Impact
• Analyze Potential Risk
Event Security Standards

- **Pre Event**
  - Register program with corporate office/security team
  - Collect key attendee information

- **Onsite**
  - Control Access to assigned space
  - Control Materials
  - Protect Proprietary Information
  - Signage

- **Emergency Procedures**
Control Access

• Restricted Access
• Proper Credentials
Proprietary Information

- Shipping Materials
- Storage & Distribution of Materials
- AV Equipment
- Destruction of Materials
Signage
Security Team

• Venue Security Team should be an extension of your team.
Emergency Procedures

• Establish Incident Commander
• 911?
• ER or Urgent Care?
• Train Staff

Does 911 need to be called?
• Chest pain, radiating jaw or arm pain, shortness of breath
• Allergic reaction
• Loss of consciousness
• Altered state of consciousness
• Head, neck, or back injuries
• Stroke symptoms (vision loss in one or both eyes or partial paralysis.)
## Risk Management Template

<table>
<thead>
<tr>
<th>Event Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Names of Event</td>
<td></td>
</tr>
<tr>
<td>Dates/Time of Event</td>
<td></td>
</tr>
<tr>
<td>Exact Location of Event</td>
<td></td>
</tr>
<tr>
<td>Event Manager</td>
<td></td>
</tr>
<tr>
<td># of Attendees</td>
<td></td>
</tr>
<tr>
<td>Local PD Direct Phone</td>
<td>• Emergency</td>
</tr>
<tr>
<td></td>
<td>• Non-Emergency</td>
</tr>
<tr>
<td>Hotel Direct Phone</td>
<td></td>
</tr>
<tr>
<td>Venue Security Manager</td>
<td></td>
</tr>
<tr>
<td>Nearby Medical Resources:</td>
<td>• Urgent Care Clinic</td>
</tr>
<tr>
<td></td>
<td>• Hospital</td>
</tr>
<tr>
<td></td>
<td>• Pharmacy</td>
</tr>
</tbody>
</table>
# Risk Management Template

## Inclusions/Attachments

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendee Roster</td>
</tr>
<tr>
<td>Arrival/Departure Manifests</td>
</tr>
<tr>
<td>Venue Crisis Management Plan</td>
</tr>
</tbody>
</table>

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MEETINGSNET
VENDOR ASSESSMENT

• How long has vendor been in business
• Check client references
• Bank and Credit References
• Active in any industry organizations
• Licenses and/or permits current
• Current Insurance
• Visit their offices
• Trust your gut
Venue Assessment

- Safety concerns
- Venue Floor Plan, Vicinity map
- Backup Generator capacity
- Water Source
- # and location of AED’s
- Information on hotel/venue security personnel
- Venue evacuation plans and shelter locations
- Nearby medical facilities, 24 hour pharmacy
Venue Assessment

- Hotel communication plans to reach all guests and meeting attendees
- Force majeure clauses in your contracts
- Anticipate what could lead to trouble for your event
- Set a google alert for destination information
Risk Management Strategies Checklist
Risk Management Strategies Checklist

• Travel health information cdc.gov/travel
• Emergency Disaster Activity/fema.gov
• Venue fire plan and public emergency checklist
• Updated resource contacts
• Alternate form of communication
• Communication plan for attendees
Now What?.......
Crisis Management

Crisis management is the process by which an organization deals with a major event that threatens to harm the organization, its stakeholders, or the general public.
Crisis Management

1. Activate Emergency Plans
2. Determine Incident Commander
3. Assess Situation
4. Get Help
5. Prepare to Notify and Communicate
6. Communicate:
   - Debrief
   - Wrap-Up
Tips & Resources
Resources

• FEMA Special Events - http://www.training.fema.gov/emiweb/downloads/is15aspecialevents planning-jamanual.pdf
• US Embassies: usaembassy.state.gov
• Destination Information
  • Smart Traveller Enrollment – the official app from the US State Department.
  • US Department of State Travel Warnings (latest headlines for every country as well as passport, visa, and lists of attorneys, doctors and hospitals abroad) – www.travel.state.gov
• General Alerts:
  • CNN alerts, CNN app mobile alerts
  • Google local alerts
• Risk Management for Meetings and Events, Julia Rutherford Stiles
Disaster & Crisis Management Apps
(MissionMode, November 29, 2012)

• Disaster Alert (Global): Disaster Alert keeps users aware of hazardous incidents anywhere in the world; will keep you alerted to all types of natural disasters as well as breaking man-made crises.
• Disaster Radar (Global): Disasters can be viewed on a world map or selected individually to see complete event details including cause and areas affected.
• NIMS ICS Guide (USA): This was the first NIMS/ICS pocket reference for first responders, and today it is used by more than 150,000 public safety and health professionals. This app allows users to customize contact lists for individual incidents, provides detailed emergency checklists, and includes resources for both training and in-field action.
• NFPA 2010 (USA): The NFPA app provides a fully searchable version of what the U.S. Department of Homeland Security has declared as the National Preparedness Standard. The app includes comprehensive information on disaster/emergency management, as well as business continuity planning.
• Hurricane Tracker (USA): This app includes LIVE video briefings on hurricanes, real time condition updates, push alerts, dozens of maps, and minute by minute updates.
Disaster & Crisis Management Apps
(MissionMode, November 29, 2012)

- Hurricane Express (Global): Hurricane Express is focused on bringing users data on storms in the Atlantic, Caribbean, Gulf of Mexico and the Eastern and Central Pacific straight from the National Hurricane Center keep users safe and alert.
- FloodWatch (USA): Using data from the U.S. Geological Survey and National Weather Service, displays both recent and historical river heights, precipitation totals and flood stage info.; will assist users when rivers threaten to overflow their banks.
- Shelter View (USA): This app from the Red Cross focuses on getting people in need to shelters when disaster strikes.
- Emergency Radio (USA): This radio scanner app works with thousands of frequencies and has an extensive database of live broadcasts—police, fire, EMS, railroad, air traffic, train, NOAA weather, coast guard, HAM radio, and others.
- FEMA (USA): This is the official app of the Federal Emergency Management Agency. It contains preparedness information for all types of disasters including emergency kit checklists, details on how to stay safe, maps to assistance, even a section to plan meeting locations.
Scale the situation

Undue haste makes waste—take your time to assess

Remember where you are

Value Living

Improvise

Vanquish fear and panic

Act like the natives

Learn basis skills
Thank you!

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