



23-27 SEPTEMBER 2018

LAS VEGAS CONVENTION CENTER | LAS VEGAS, NV

Managing a Global Workforce in a Crisis

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What kinds of risks do today's employees face when traveling?

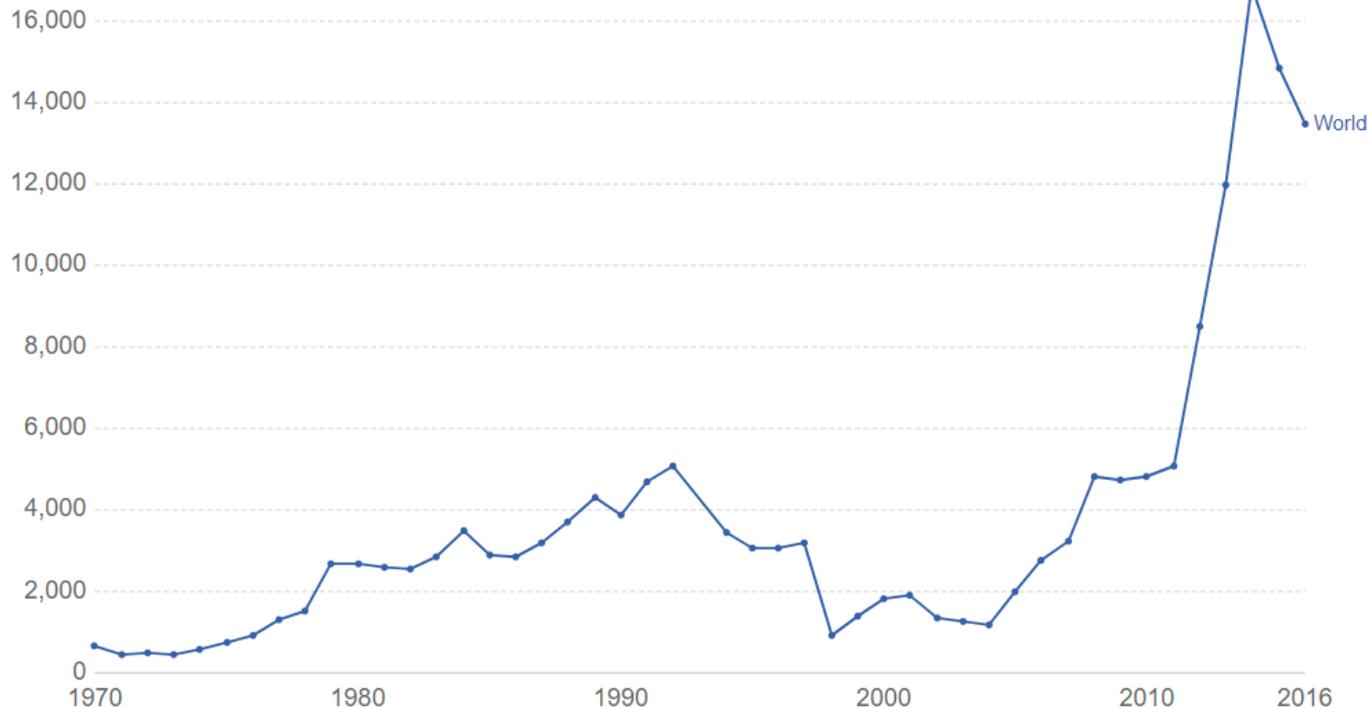


How has risk evolved in recent years?

Number of terrorism-related incidents

The total number of terrorism-related incidents per year. The source defines a terrorist attack as: "the threatened or actual use of illegal force and violence by a non-state actor to attain a political, economic, religious, or social goal through fear, coercion, or intimidation."

Our World
in Data



Source: Terrorism incidents - Global Terrorism Database

Duty of care: you owe it to your people to keep them safe

What is Duty of Care?

Your moral and legal responsibility to care for the well-being of your employees during the course of business.

What are the challenges in keeping your global employees safe?



Diverse travelers



Siloed location data



Limited resources

Is your “emergency communications plan”



just hoping that there isn't an emergency?

Best practices for managing the safety of your team



Location Awareness



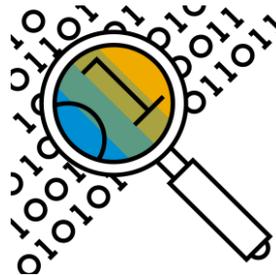
Global Security Intelligence



Messaging



Monitoring



Data



Medical &
Security Assistance

How can you mitigate risk for your people?

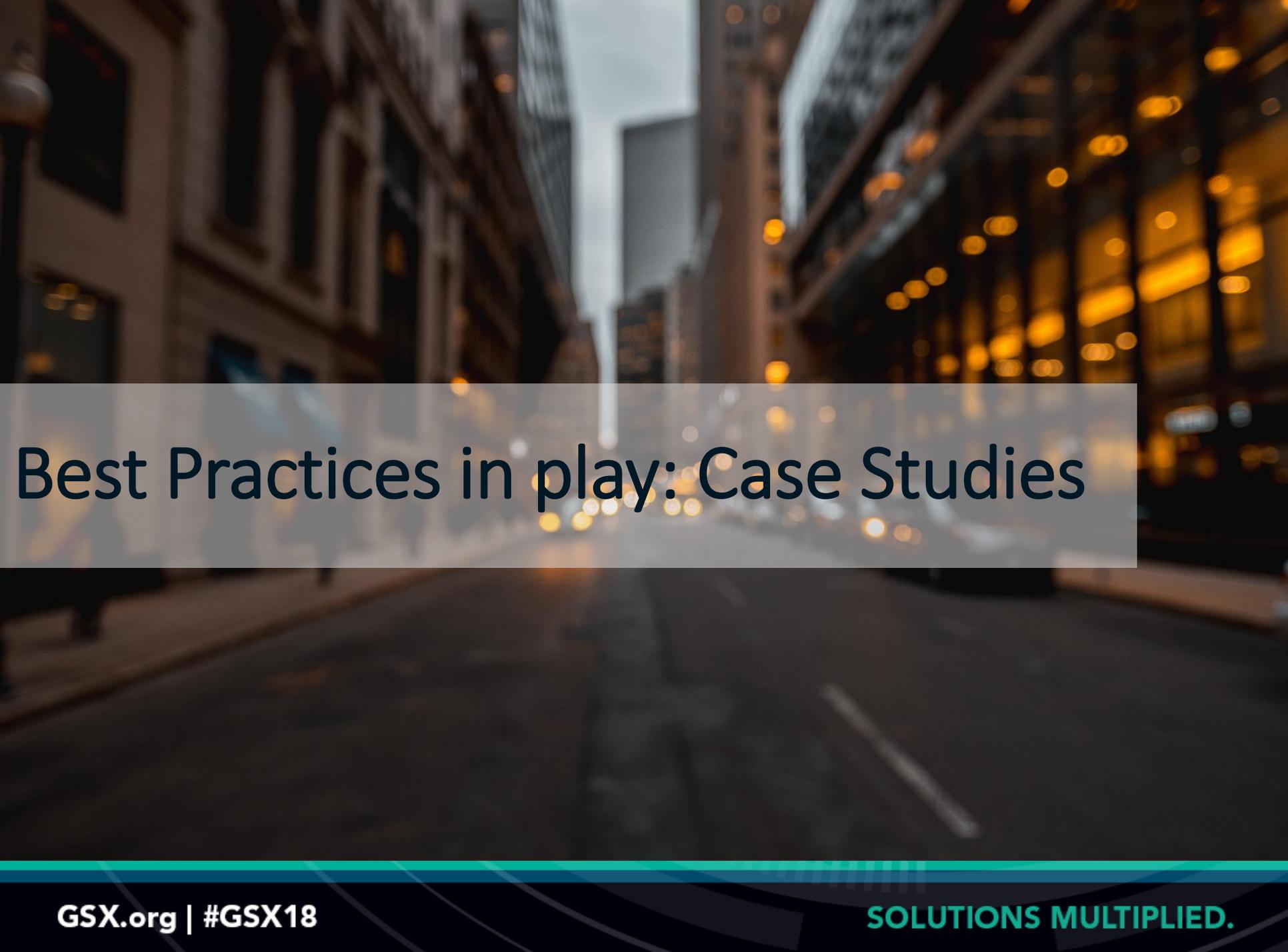
Prepare your employees!

- Provide access to current information for destination(s)
- Notify employee and confirm their understanding
- Communicate updates in advance of travel
- Offer regular security trainings and other education sessions

Be equipped to:

- Confirm scope and accuracy of incident
- Determine who is at risk or impacted
- Notify employee and confirm their understanding
- Communicate updates
- Seamlessly coordinate with your security and medical assistance provider when help is needed





Best Practices in play: Case Studies

Case Study: June 3, 2017, London Bridge Terror Attack



10:08 PM

Three IS sympathisers drive a rented van across London Bridge, hitting pedestrians

10:10 PM

Van comes to a stop and the three men start attacking patrons at the Barrowboy & Banker pub

10:16 PM

Attackers proceed to stab victims in Borough Market before being shot by police 8mins after the incident began

10:30 PM

Initial reports on the incident first start emerging

10:35 PM

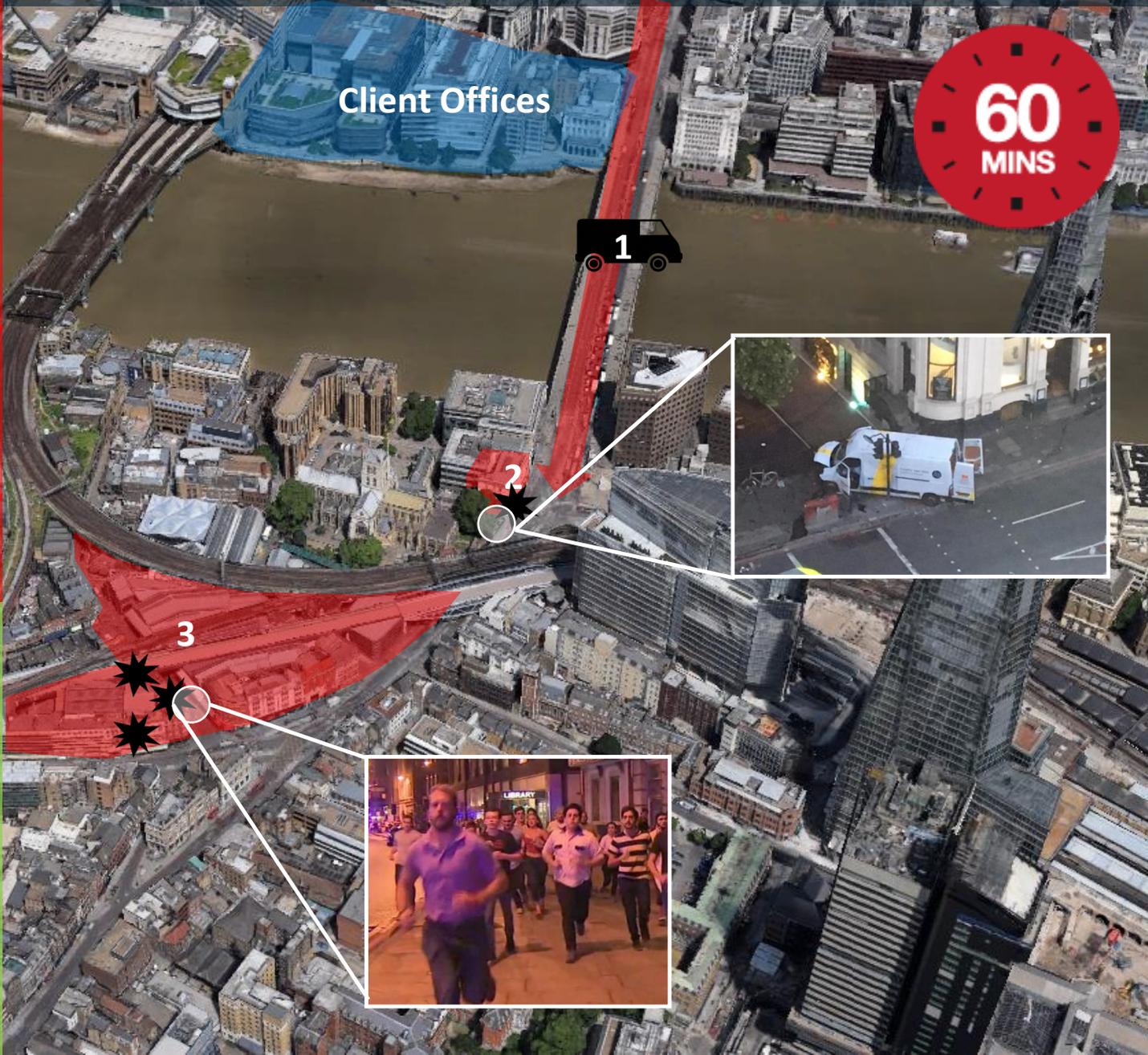
HX Global issues Level 4 Alert
Concur Locate identifies 58 travelers for our clients

10:47 PM

HX Global conducts two-way messaging with the employees from our clients

11:05 PM

Comprehensive report of incident with developments assessment, advice and staff exposure given to our clients



Client Offices



3



Case Study: October 1, 2017 Las Vegas Active Shooter



10:08 PM

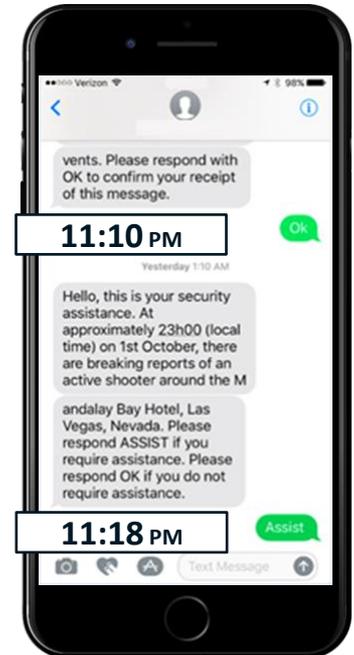


11:01 PM

-----Original Message-----
 From: risk@concurmessaging.com [<mailto:risk@concurmessaging.com>]
 Sent: Monday, October 02, 2017 1:05 AM
 To:
 Subject: United States (level 4) Risk Alert for Concur Global

Our Risk Service has received the following information at 2017-10-02 02:00:29 EDT:
 Travelers in Las Vegas, Nevada, should avoid the area near the Mandalay Bay Hotel and Route 91 Harvest Festival after breaking reports of an active shooter late on 1st October. There are unconfirmed reports that the attacker is shooting from a balcony in the hotel at the festival crowd; several people have been wounded. The police have put the area into lockdown. Travelers should minimize movement in the area until the situation has stabilized; monitor the situation on local media

11:05 PM



12:05 AM



11:45 PM



11:30 PM



11:23 PM



Las Vegas, October 1, 2017

“We could see the shooter’s window from our hotel. Fortunately, that night I was downtown.

Within an hour of the first shot, I received an alert, from Concur Locate about the situation.

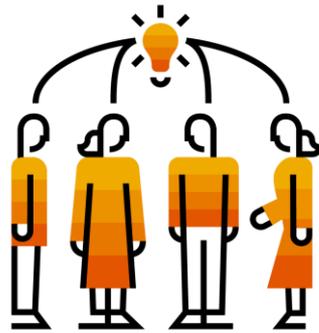
Because of Concur Locate and Active Monitoring, I had more information than my local Uber driver.”

-Kathy Korducki

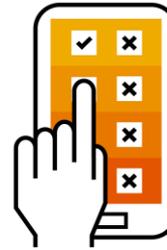
Are you doing everything you possibly can to keep your employees safe?



Are you able to locate your employees in the event of an incident?



Could you determine who might be in the vicinity of the incident?



Could you communicate with those people and determine if they are in need of assistance?



What could truly be at stake if you're not prepared?

An aerial photograph of a city at sunset. The sun is low on the horizon, casting a warm orange glow over the sky and the city. The city is densely packed with buildings, and a large river flows through it. A bridge spans the river in the foreground. The overall scene is a mix of warm sunset colors and the cool blues of the city buildings.

Questions?