

Contingency/Emergency Planning for Your Event

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You are chairing a conference, so what can happen?



Examples of conference emergencies

- Natural disasters during or before a conference, hurricanes, earthquakes, Tsunami, etc.
- Volunteer becomes seriously ill or dies at a meeting
- Exhibitor/Attendee has an accident at a conference
- Attendee disrupts a conference with abnormal or violent behavior
- Legal action is taken just prior to a conference, effectively closing the conference
- Act of terrorism occurs in the host city
- Pandemic is declared, e.g. SARS

Overview of Emergency Management

Prepare and Mitigate

- Develop a Conference Emergency Response Plan – BEFORE a situation occurs.
- Brainstorm mitigation options

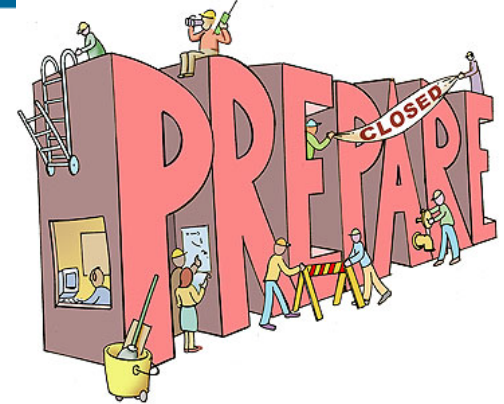
Respond to the emergency

- Activate your plan!
- Address the immediate situation – e.g. Medical and Safety issues, contact the appropriate authorities, etc.
- Contact the IEEE Operations Center for assistance (IEEE Senior Staff Representative)

Recovery

- Address any follow-up actions (locally and with IEEE representatives)
- Close out issues relating to emergency
- Identify new mitigation strategies, if any

Prepare



■ Pre-Conference Preparation

- Identify a Conference Emergency Management Team
- Develop an Emergency Management Plan
- Create a complete contact list (emails, cell phones and other contact phone) including
 - The Conference Emergency Management Team
 - IEEE Operations Center Emergency Contacts: IEEE Senior Staff Representative
 - Local contacts: Hotel contacts, CVB, Chamber of Commerce, Police, etc.
- Monitor local events; Ask for help if something happens!

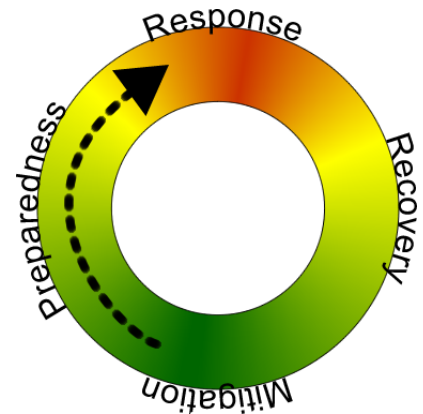


■ On Site Preparation

- Make available the relevant conference documentation, including contracts, host facilities' emergency plans, contact list, registration information, room lists, etc.
- Identify a location for an onsite command center, if needed
- Disseminate relevant information to stakeholders: exhibitors, attendees, and vendors

Emergency Management Plan Development

- Identify vulnerabilities and severity,
 - Conduct a vulnerability analysis
- Assess the potential impact
 - Determine probability and assess impact
 - Classify types of emergencies for mitigation planning
- Define a plan for each
 - Define a plan for highest probability/impact risks
 - Define mitigation options
- Enlist Local Resources
 - Include safety and security issues in your RFP and Site Visit process
 - Establish relationships with CVB, venue contacts, and IEEE contacts
 - Establish relationship with local Sections Leadership
 - Establish relationship with IEEE Meetings and Conferences Staff
- Create Contact Lists



Mitigation Ideas



- Disasters may happen before a conference, they may
 - require last minute changes in location,
 - the addition of web conferencing for speakers or attendees who cannot arrive,
 - Special local considerations for travel etc.
- On-Site disasters require more reliance on local resources for mitigation. Back up data about attendees/volunteers is helpful if an on site emergency occurs
- Some issues may require real time changes in conference policy to continue with a productive conference
- Committee list must be submitted to IEEE prior to budget approval for insurance coverage

Respond: Address Immediate Situation

- Activate the plan!
- Work with your local contact – hotel managers (security, CSM, etc).
- Obtain immediate emergency assistance
 - Obtain immediate medical assistance.
 - Contact the proper local authorities (i.e. police, fire dept, etc). Safety is a prime concern. Do everything possible to assure the safety of our volunteers, exhibitors, and attendees at meetings and conferences.
- If need be, arrange for local support for individuals impacted by the situation.
- Cooperate fully with any immediate investigation of the incident/matter.
- Identify individuals who might have witnessed the incident.
- DO NOT DISCUSS ISSUES PERTAINING TO POSSIBLE NEGLIGENCE OR POTENTIAL LIABILITY.

Respond: Activate IEEE Emergency Response

- Contact one of the IEEE Senior Staff Representatives (list at end of talk), who will
 - Act as the agent at IEEE Headquarters
 - Activate an IEEE emergency response team, e.g. Insurance, Crisis and Issues Communications team, IEEE Volunteers and Staff Leadership as needed
- In case of an incident, if approached by the media, DO NOT give statements
 - May respond with:
 - “We are aware of the situation. We will get back to you when we have more information.”
 - Get reporters affiliation, name ,and contact information and inform them that someone from IEEE Communications will respond to them.
 - Provide this information immediately to IEEE Senior Staff Representative
 - IEEE Senior Staff Representative and Corporate Communications will work with the conference leadership to determine the appropriate response

Recovery:

Address follow-up actions to close the activity

- Cooperate with investigations
 - Cooperate fully with any investigation of the incident/matter
 - Provide list of individuals who witnessed the incident to IEEE Senior Staff Representative.
 - Again, do not discuss issues pertaining to possible negligence or potential liability
- Address any near-term activities. Examples might include:
 - Obtaining copies of paperwork from local authorities
 - Paying bills (e.g. hotel bills)
 - Cleaning out hotel rooms or packing belongings
 - Address financial implications, if any.

Recovery:

Address follow-up actions to close the activity

- Be prepared to function as IEEE's primary representative/point person
 - Keep the lines of communications open with IEEE Headquarters and local groups (e.g. local authorities, hospitals, insurance carriers, etc.)
- Address any mitigation strategies that might help for future conferences



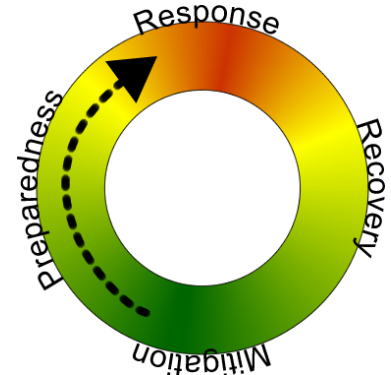
Things to Remember



- IEEE has staff that speak many languages. If necessary, these staff can be used to assure clear communications.
- IEEE Meetings and Conference Management group
 - has experience in these situations. Use them if you need help.
 - will reach out in the event of a natural disaster or similar event
- IEEE has insurance for volunteers and staff traveling outside of their country of residence. Insurance will not cover attendees or vendors who are exhibiting at a conference.
 - The insurance company has facilities to address some of the normal logistical things that might occur – medial transport, funeral arrangements, transport of remains, etc.
 - Required: Committee list must be submitted to IEEE prior to budget approval for coverage
- Local volunteers (IEEE Section members) can also provide insight and assistance.

Summary

- Develop a plan BEFORE an emergency occurs
- Address the immediate situation
- Notify the IEEE Headquarters Operations Center, e.g. IEEE Senior Staff Representative
- Work in coordination with facility staff and local authorities
- Address any recovery actions
- Do not discuss issues pertaining to possible negligence or potential liability
- Only comment should be:
 - “We are aware of the situation. We will get back to you when we have more information.”



IEEE Senior Staff Representatives

(Conference-incident@ieee.org)

Contact	Role	Responsibility	Work	Mobile
Mary Ward-Callan	Managing Dir Technical Activities	IEEE Senior Staff Representative for Conferences and for Societies and Councils. Activate the IEEE Emergency Response Plan	732-562-3850	732-233-3485
Cecelia Jankowski	Managing Dir Regional Activities	IEEE Senior Staff Representative for Geographic Units. Activate the IEEE Emergency Response Plan	732-562-5504	732-266-3146
Frank Giannattasio	IEEE Risk Manager	IEEE Senior Staff Representative for IEEE Risk Management Activate the IEEE Emergency Response Plan	732-981-3415	732- 977-7675
Susan Root	Conference Bus Services	Alternate contacts for Activating the IEEE Emergency Response Plan	732-465-6607	908-392-1354
Sherry Russ	Meetings and Conference Mgmt		732-563-3980	908-566-8167

If contact does not respond in 90 minutes, then try another contact on this list.

Conference Emergency Management Group Contact Information

Contact	Role	Responsibility	Work	Mobile
Conference Lead (s)	General Chair			
	Conference Mgmt Vendor			
	Emergency Management Team Chair			
Facility Lead (s)	Convention Services Mgr			
	Security Mgr			
CVB Police Section Chair				
OTHERS as determined during plan development				

Conference should complete this list as part of the Emergency Management Plan

