

Best Practices for Evacuation

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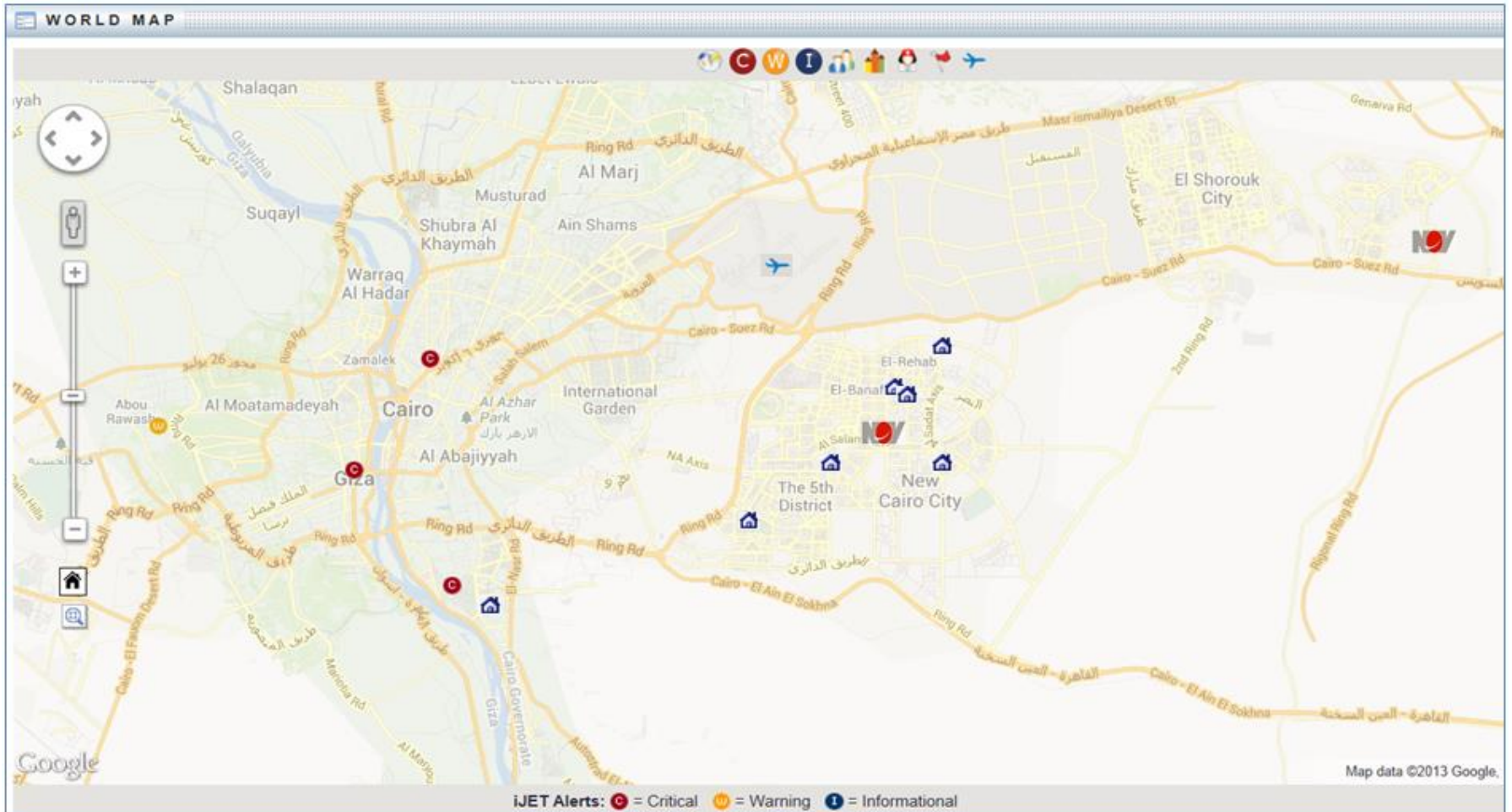
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- B.S.Ch.E and M.S. Mathematics degrees earned
- Risk Management background within the NOV organization - HSE, Security, Travel Risk, Crisis Management and Business Resilience.
- Global is a term that simply means --- more connected than ever before

Visualization



Cultural & Political: Lessons Learned

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September 30 - October 1, 2013



The call for **Democracy in the Middle East** really amounts to a means of political change.



Understand that we **don't** fully understand Islam culture and the "Arab world".



Don't believe anything / everything you hear.



The Arab people (the masses) want the same things we want-political, social, and economic development but their sentiment toward Western society is negative.

Applying Lessons Learned

Triggers

- Company risk appetite will drive indicators.
- Identify reception process/ plan
- Identify re-entry triggers
- Empower your trained regional crisis management teams and country managers to make the evacuation and re-entry “call”.
- Work and coordinate work with Intelligence Providers and In-Country personnel

Phased Evacuation

- High risk personnel/ non-essentials
- Use first available seating, regardless of class of travel
- Your Corporate Travel group must be involved they are experts on entry requirements based on traveler/ expat profile data (**pre-populated in your travel system**).

Lessons Learned #2

Evacuation Strategy

- Commercial air
- Charter
- Evacuation Providers
- A Written Plan is a MUST

Locals

- Multi-modality communication
- Prepare for food and water provisions.

Training / Exercises

- E- Learning
- Video
- Desktop scenarios
- Full- blown Simulation exercise

Communications



Where are they?

Can we communicate
with them?

Charles Brossman

Senior Director, Global Travel Risk Management



TMC Perspectives

Understand the differences between arranging commercial transport and charter transport for clients, versus full logistical support required for a full blown evacuation.

- Have the discussion with your clients about their expectations and definitions for evacuation support.
- Understand who your client has under contract for crisis management and evacuation support, both medical and non-medical (VERY important to understand the difference).
- Have client protocols for handoff to third parties, and supplier contact information readily available in client's master account profile to TMC personnel.

TMC Perspectives

Train TMC staff on understanding where routine or even last minute travel logistics end, and the protocols for escalating the need for third party evacuations begin.

- Travelers often think “TMC” first, when it comes to anything transportation related, but this is where that relationship between clients and their risk management partner (and the TMC in between) become critically important.

TMC Perspectives

Ask yourself “What are the circumstances around this transportation?” Is it:

- In any way in response to an immediate or impending danger or crisis?
- Is this a proactive measure? Do you have more than 48 hours to execute?

TMC Perspectives

How well have you screened your charter brokers/suppliers (non-risk management) for support when you need it?

- Size of their fleet (private assets versus network)
- How thorough is the fleet coverage globally?
- How do they handle competition for resources?
- Do they have any kind of priority and under what circumstances?
- Are there any medical or on the ground logistical services required? If so, “hands off”

Mark Niblett

Vice President & Global Head of Security

HALLIBURTON

Key Points

**Structured
versus
Unstructured**

**Outsourced
versus
Internal-
Managed**

**Need for
Situational
Awareness**

Key Points #2

**Target
Indicators**

**Evacuation
Options**

**Crucial Need for Effective
Decision-making**

Do Not Forget....

Cost

- Actual Cost of Evacuation
- Cost to Company Operations in case of Evacuation (suspension of operations etc.)
- Reputational Cost

Re-Entry Plan

Questions / Discussions

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