



GBTA



Georgia

Travel Risk & Security

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Today's Agenda

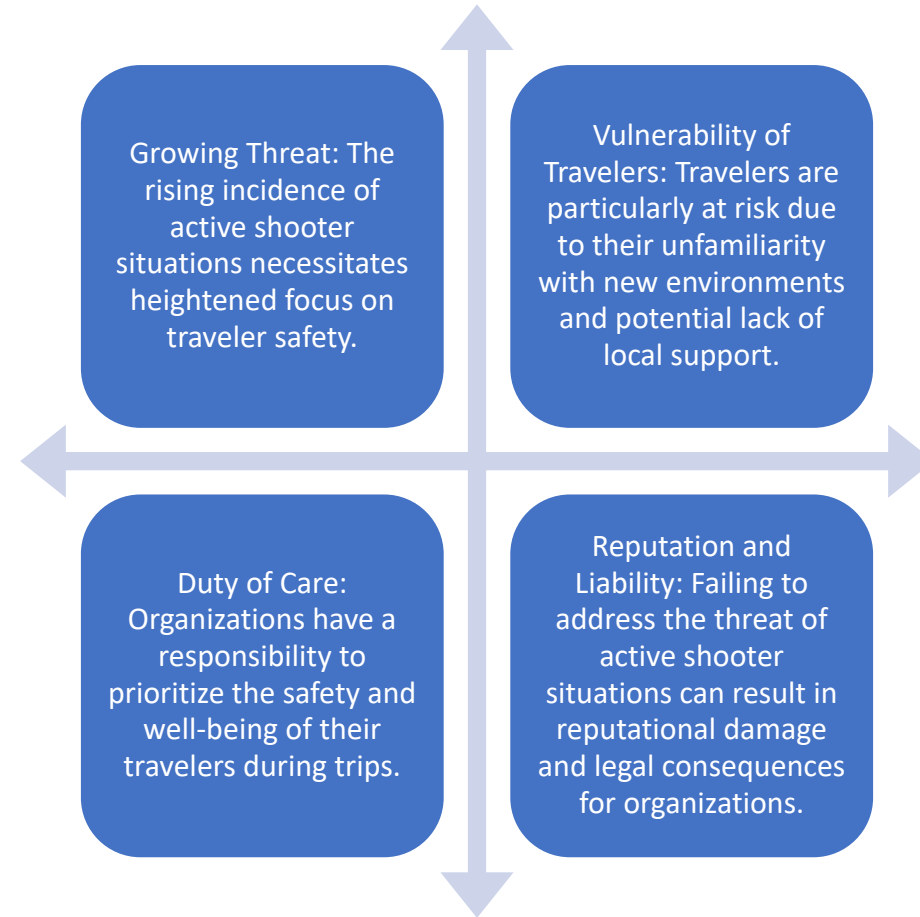
- Managing Global Travel Disruptions: Strategies for Mitigating Disruptions in Travel
- Enhancing Traveler Safety: Preparing for Active Shooter Situations
- Ensuring Traveler Support: 24/7 Assistance and Location Tracking
- Empowering Travelers: Providing Essential Information and Aid Around the Clock

Global Travel Disruptions

- Global Travel Disruptions: Over 1,000 travel disruptions have occurred globally since January 1, 2023, underscoring the need for proactive monitoring to provide assistance to affected clients and staff.
- Ensuring Proactive Support: Are you actively monitoring these situations to offer timely assistance to impacted clients and staff?
- Insufficient Supplier Alerts: Relying solely on news reports for supplier alerts proves inadequate in mitigating travel disruptions effectively.
- Real-Time Intelligence: Where can reliable real-time threat and disruption intelligence be found?



Why Worry about Active Shooters????



Understanding The Threat

- **Rising Threat:** Active shooter incidents are on the rise, making it crucial to understand and address this growing threat.
- **Human Toll:** Active shooter situations have a devastating impact on human lives, causing injuries, fatalities, and lasting emotional trauma.
- **Rapid Escalation:** These incidents can escalate quickly and unpredictably, underscoring the urgency for organizations to be prepared and responsive.
- **Diverse Motivations:** Active shooters can have varied motives, highlighting the importance of thorough threat assessment and recognizing potential warning signs.



Consequences



Reputation Damage: Organizations that do not provide adequate active shooter training may face significant reputational damage if an incident occurs. Negative media coverage and public perception can harm the organization's brand and credibility.



Legal and Financial Consequences: Failure to address active shooter training can lead to legal liabilities. Organizations may face lawsuits from affected individuals or regulatory bodies, resulting in financial penalties, settlements, or other legal repercussions.



Employee Morale and Retention: The lack of active shooter training can negatively impact employee morale and job satisfaction. Employees may feel unsafe and unsupported, leading to decreased productivity, increased turnover, and difficulty attracting new talent.



Business Continuity Disruption: An active shooter incident can cause significant disruptions to business operations. Workplace violence can lead to temporary or permanent closures, loss of productivity, and damage to physical assets, resulting in financial losses for the organization.



Risk Assessment

- Contextual Understanding: Thorough risk assessment considers the organization's location and industry, providing insight into unique traveler threats.
- Proactive Measures: Comprehensive assessment enables proactive risk mitigation against active shooter incidents.
- Targeted Preparedness: Specific risk identification helps develop tailored training and response plans for travelers.
- Legal Compliance: Adequate risk assessment fulfills legal obligations and demonstrates due diligence in traveler safety.

Developing an Active Shooter Response Plan

- **Prioritizing Traveler Safety:** Developing an active shooter response plan for travelers in hotels demonstrates a commitment to prioritizing their safety and well-being.
- **Collaborative Approach:** A well-designed response plan involves collaboration between the hotel staff, security teams, and local authorities to ensure an effective and coordinated response during an active shooter incident.
- **Clear Communication and Procedures:** The response plan should include clear communication protocols and step-by-step procedures for hotel staff to follow, enabling them to take immediate action and assist guests in a crisis situation.
- **Regular Training and Drills:** Conducting regular training sessions and drills for hotel staff helps familiarize them with the response plan, enhances their preparedness, and ensures a swift and efficient response to an active shooter incident.





Enhancing Situational Awareness

- **Observant Mindset:** Foster an attentive mindset to enhance situational awareness and identify potential threats.
- **Training and Education:** Provide training to equip individuals with situational awareness skills.
- **Technology and Tools:** Utilize technology and tools to enhance real-time information and communication for improved situational awareness.
- **Continuous Improvement:** Encourage ongoing development of situational awareness skills and staying updated on emerging threats.



Training and Drills

- **Skill Refinement:** Training and drills allow for the refinement of skills and techniques, ensuring individuals are proficient in their emergency response abilities.
- **Confidence Building:** Regular practice through training and drills boosts confidence levels, empowering individuals to respond calmly and effectively in high-pressure situations.
- **Team Coordination:** Training and drills enhance team coordination and collaboration, fostering seamless communication and synchronization among participants during emergency scenarios.
- **Muscle Memory Development:** Repetitive training and drills help develop muscle memory, enabling individuals to instinctively perform the necessary actions during emergencies without hesitation.

Employee Assistance Programs



Trauma Recovery: EAPs provide vital support for employees affected by an active shooter incident, aiding in their recovery from trauma and managing stress.



Mental Health Services: EAPs offer access to mental health professionals, providing counseling and therapy to help employees cope with the emotional impact of such incidents.



Resilience Building: EAPs focus on fostering resilience, equipping employees with tools to navigate the long-term effects of traumatic events effectively.



Smooth Return to Work: EAPs assist in the return to work process, ensuring appropriate support and accommodations for employees affected by an active shooter incident.

Ensuring Traveler Support

This really is as obvious as “who do my travelers contact at 3 AM?”

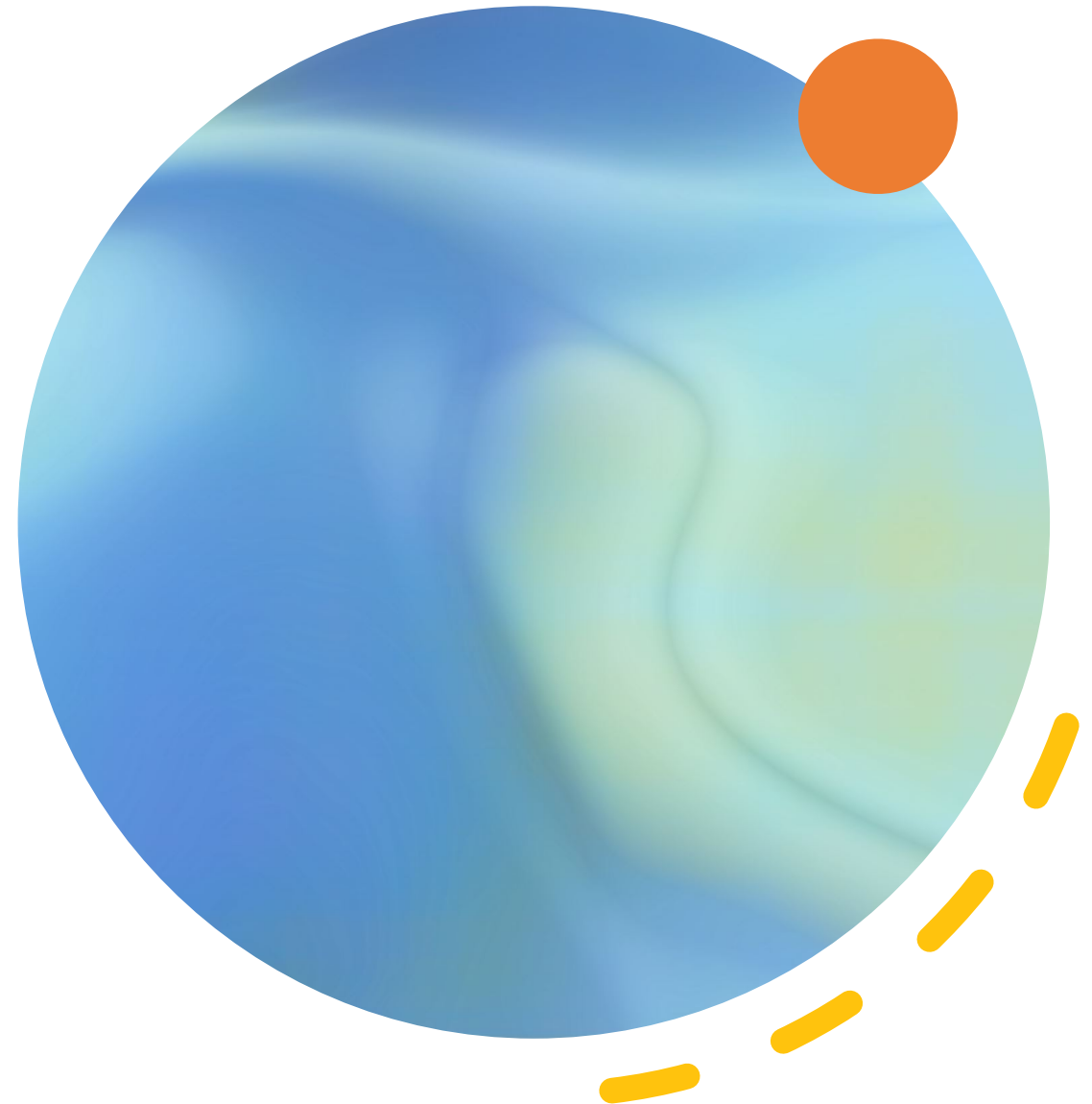
If you can't answer this question, you are in a lot of trouble as this is the most serious type of duty of care violation

If you have insurance, you must:

- Understand if the policy includes emergency security or medical assistance
- Frequent communication to ALL travelers how to contact the insurance company

If you have 24/7 Assistance you must ensure the travelers know who to contact

If you have nothing 24/7 then get out the BIG checkbook \$\$\$



Empowering Travelers

- Focus on these three areas
 - Pre-trip preparations
 - Destination information
 - Prescription allowances
 - Local laws
 - Clear, concise information on who to contact 24/7 while traveling
 - Travel tracking and alerting
 - If you don't know where you people are located, then you are not providing Duty of Care
 - Real-time meaningful and actionable intelligence monitored 24/7 by your organization
 - RESPONSE
 - Again, who do they contact at 3 AM????



Q&A

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