

EIBTM Association Programme – Tuesday 1 December.
Workshop 2 – Top 10 International Meeting Emergencies
Presented by Leigh Wintz, CAE, Executive Director, Soroptimist International of the Americas

TOP 10 INTERNATIONAL MEETING EMERGENCIES

1. Double booked
 - a. Find alternative accommodation – hotel should help
2. Armed conflict
 - a. Make arrangements with local embassies for assistance in evacuation – or agreed assistance
3. Natural disaster – hurricane, SARS, H1N1
 - a. Example – hurricane 3 months in advance
 - i. Updates via internet – photos
 - ii. Alternates (locations, postpone, etc.)
 - iii. Make arrangements for cancellation (insurance)
 - iv. Visit site– exercised force majeure clause
 - v. Weekly communication to attendees
 - vi. Does the convention center of hotel convert to another use during city disaster?
 - vii. Work with facility – be creative
4. Terrorism (Sept. 11, bomb)
 - a. Communicate to attendees the actual facts
 - b. Reaction plan of venue
 - c. State Department
 - d. Know about visas, etc.
 - e. Different travel warnings – insurance can cause changes
5. Health issues
 - a. Keep everyone informed of the facts
 - b. Sometimes you take the loss
 - c. Health plan – adaptable to various countries
 - d. Trained staff
 - e. Privacy issues
 - f. Work with your meeting partners
 - g. Webcast option
 - h. Contact numbers
 - i. What additional sanitation measures have been implemented
 - j. Know limits of attendees
 - k. Webcast about real conditions at the site
 - l. Insurance – cancellation resources – CDC, WHO

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6. Strikes – airlines, hotels
 - a. Communicate with attendees (re: re-routes, etc)
 - b. Talk to hotel (re: accommodations if people can't get out)
 - c. Early changes via phone
 - d. Emails from airline, hotel personnel
 - e. Look for alternatives

7. Attendee dies on site
 - a. Next of kin notified by staff
 - b. Know the protocol of the facility
 - c. Communication plan – adapted to city, venue
 - d. Staff training – pre- meeting

8. Meeting materials didn't arrive
 - a. Back – up: hard copies or drive handouts, ART
 - b. Know printers, copy places
 - c. Financial remuneration
 - d. Explain to attendees
 - e. Ship later = proceedings
 - f. Use a customs broker