RISK MANAGEMENT

Comprehensive Travel Risk Management System Workbook: Plan, Prepare, Put into Action
Supporters and Contributors

Presenters

<table>
<thead>
<tr>
<th>Presenters</th>
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<tbody>
<tr>
<td>Catherine Hansen-Stamp</td>
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<tr>
<td>Laurie Sherwood</td>
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<tr>
<td>Rodney Gould</td>
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<tr>
<td>Todd Duncan</td>
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<td>Tony Rango</td>
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Name: __________________________
Introduction

The goal of this workbook and session is to facilitate the development of your individual work plan that will be your guide to improve your current or create a new Comprehensive Travel Risk Management System. These systems are unique to each organization and company that depends on many factors such as the organization’s mission, location and type activities, number of support staff and client days, resources, etc. The end goal is to have a system that is comprehensive and well-documented. Using this workbook and session together, we hope to help you reach that goal.

This session is broken into two components with roughly half of the time allocated to each. The first component will be short presentations covering some important topics with more details described below. The second component will be small group discussions with time allocated with each of the presenters.

The first section of the workbook is divided into 5 categories and is done this way so that it can be organized easily into a system for presentation and discussion. Many of the risk management system components of this organizational method cross categories as it would with any other methodology. The key is to identify and act on all of the components relevant to your organization or company.

Each presenter will cover one category and address some of the important topics in it. The next section of the workbook will be for you to take note of questions for that presenter that you will be able to ask during the second half of the session.

The third section of the workbook is for you to develop action items organized into a work plan with priorities. You may also identify others during other sessions or discussions throughout the conference.

The fourth section is contact information for additional resources that can help you develop your comprehensive system or others you may need to contact for more help after a significant incident. The final section includes sample forms as an additional resource.
Risk Management System Components

I. Insurance, Legal Issues and Documents
- Duty of Care
- Insurance Types and Issues
- Laws, Case Law, Industry Standards/Practices, Organization’s own Guidance
- Minors
- Third Party Contracting
- Volunteers
- Waivers
- Other Documents/Agreements

II. Screening and Communications
- Medical Forms
- Pre-trip Communications
- Post-trip Communications
- Screening
- Special Needs Accommodation
- Trip Marketing

III. Program Development and Training
- Equipment Maintenance and Quality Assessment
- Guide or Leader Hiring
- Itinerary Planning
- Performance and Accountability
- Periodic Policy Review
- Supplier Selection
- Training Certifications and Requirements
IV. Safety Systems
- Communication/Signaling Devices
- First Aid Kits
- Global Risks or Destination Threats
- Location Security Reports
- Medical Facility Assessments
- On-Call Systems
- Risk Audits and Assessments
- Safety Management Plans
- Transportation Safety
- Watercraft Safety
- Water Treatment

V. Incident Response and Management
- Emergency Response Plan
- Incident Investigations
- Incident Reporting
- Incident Response Training
- Media and Communication Plan
- Medical and Security Assistance
- Organizational Crisis Management
Questions

Use this section to list questions you have for each of the presenters during the round table discussions that will help you create a work plan to develop, enhance or refine your Comprehensive Travel Risk Management System.

I. Insurance, Legal Issues and Documents
   
II. Screening and Communications
   
III. Program Development and Training
   
IV. Safety Systems
   
V. Incident Response and Management
Work Plan

Use this section to prioritize your actions or steps you will take to develop, enhance or refine your Comprehensive Travel Risk Management System.

I. Insurance, Legal Issues and Documents
   1.
   2.
   3.
   4.

II. Screening and Communications
   1.
   2.
   3.
   4.

III. Program Development and Training
   1.
   2.
   3.
   4.

IV. Safety Systems
   1.
   2.
   3.
   4.

V. Incident Response and Management
   1.
   2.
   3.
   4.
## Resources: Contact Information

### Legal Counsel Resources, Issues and Documents

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<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
<th>Phone</th>
<th>Services Description</th>
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<tbody>
<tr>
<td>Catherine Hansen-Stamp</td>
<td><a href="mailto:reclaw@hansenstampattorney.com">reclaw@hansenstampattorney.com</a> 303-232-7049</td>
<td></td>
<td>Consults on law, liability and risk management issues with those who provide sport, recreation, adventure and experiential services to the public.</td>
</tr>
<tr>
<td>Laurie Sherwood</td>
<td><a href="mailto:lsherwood@wfbm.com">lsherwood@wfbm.com</a> 415-781-7072</td>
<td></td>
<td>Focuses on legal and liability issues, including risk management, related to travel, tourism, and hospitality; also consults on employment issues and litigation.</td>
</tr>
<tr>
<td>Rod Gould</td>
<td><a href="mailto:rgould@smithduggan.com">rgould@smithduggan.com</a> 617.228.4443</td>
<td></td>
<td>Concentrates in travel and tour operator law, recreation law and commercial litigation.</td>
</tr>
<tr>
<td>Charles (“Reb”) Gregg</td>
<td><a href="http://www.rebgregg.com">www.rebgregg.com</a></td>
<td>713-982-8415</td>
<td>He is an attorney, lecturer and writer in legal issues for adventure, education and recreation based outdoor programs.</td>
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### Safety Systems

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<tr>
<th>Name</th>
<th>Contact Information</th>
<th>Phone</th>
<th>Services Description</th>
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<tbody>
<tr>
<td>Tony Rango</td>
<td><a href="mailto:tony.rango@sierraclub.org">tony.rango@sierraclub.org</a> 415-977-5524</td>
<td></td>
<td>Directs Sierra Club’s National Outdoor Adventure Program and program safety for the Club as well.</td>
</tr>
<tr>
<td>Global Rescue</td>
<td><a href="http://www.globalrescue.com">www.globalrescue.com</a> 800-381-9754</td>
<td></td>
<td>Provides the health, safety and travel risk management services to individuals and enterprises.</td>
</tr>
<tr>
<td>Bill Frederick</td>
<td><a href="http://www.lodestonesafety.com">www.lodestonesafety.com</a></td>
<td></td>
<td>He is a risk management consultant in the outdoor industry and focused on organizations conducting international travel. His company’s name is Lodestone Safety International.</td>
</tr>
<tr>
<td>Steve Smith</td>
<td><a href="http://www.outdoorrisk.com">www.outdoorrisk.com</a></td>
<td></td>
<td>He is an independent risk management consultant for programs providing outdoor, adventure and experiential programming. His company’s name is Experiential Consulting, LLC.</td>
</tr>
<tr>
<td>Overseas Advisory Council</td>
<td><a href="http://www.osac.gov">www.osac.gov</a></td>
<td></td>
<td>State Department service designed for educational travel security.</td>
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## Incident Response and Management

<table>
<thead>
<tr>
<th><strong>Todd Duncan</strong></th>
<th><a href="mailto:todd.duncan@sierraclub.org">todd.duncan@sierraclub.org</a></th>
<th>415-977-5524</th>
<th>Serves as the Sierra Club’s Program Safety Manager working across all activities to address risk.</th>
</tr>
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<tbody>
<tr>
<td><strong>Global Rescue</strong></td>
<td><a href="http://www.globalrescue.com">www.globalrescue.com</a></td>
<td>800-381-9754</td>
<td>Provides the health, safety and travel risk management services to individuals and enterprises.</td>
</tr>
<tr>
<td><strong>Wilderness Risk Management Conference (WRMC)</strong></td>
<td><a href="http://www.nols.edu/en/courses/risk-services/wilderness-risk-management-conference">www.nols.edu/en/courses/risk-services/wilderness-risk-management-conference</a></td>
<td>800-710-6657</td>
<td>The core objective of the WRMC is to offer an outstanding educational experience to help you mitigate the risks inherent in exploring, working and recreating in wild places.</td>
</tr>
<tr>
<td><strong>Chris Lamar Page Turner</strong></td>
<td>set up advance relationship, will coordinate through Todd Duncan</td>
<td>720-280-7793</td>
<td>They offer Psychotherapy Counseling Services for families, adults and youth, willing to do phone sessions for behavioral and mental health crisis, and diagnosis.</td>
</tr>
<tr>
<td><strong>Outdoor Safety Institute</strong></td>
<td><a href="http://www.outdoorsafetyinstitute.com">www.outdoorsafetyinstitute.com</a></td>
<td>406-551-6489</td>
<td>OSI provides support on safety and liability topics for outdoor education, recreation and related organizations.</td>
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Resources: Sample Forms, Articles and Other Materials

- Americans with Disability Act Revisited - Article
- Communication Tips: Internal and External - Handout
- Contracting with Outside Organizations - Powerpoint
- Contracting with Outside Organizations - Handout
- Fundamental Legal Issues - Powerpoint
- Sierra Club's Detailed Incident Information Collection Form
- Sierra Club's Incident Report Form
- Sierra Club's Liability Waiver (revised 2017)
- Sierra Club's Medical Form
- Sierra Club's Safety Management Plan Form
- Tripping and Travel Camps - Article
- Two Silos and a Crosswalk - Powerpoint
- Use of Participant Agreements - Releases and Related Issues - Powerpoint
- Volunteer Legal Issues - Powerpoint
- Working with Minors: Legal Issues - Powerpoint