ETC's Annual Conference 2020
Risk Management Agenda
As of: 11/15/2019

Monday February 3rd 2020

Intensives: Workshop I & II:
1:00pm - 3:00pm  **All Attendees - Pre-registration Required**

Two hour mini-professional development modules with take-homes and actionable skills - presented by BOLD Talk speakers, industry leaders or curriculum coaches. Intensives filled to capacity with pre-Conference signups. If you were not able to sign up and wish to attend, you are invited to take a vacant seat (if any) once the session is about to begin and all colleagues with pre-booked tickets have entered the room and are seated.
Workshop I - Risk Management: Expecting the Unexpected - ETC Member case studies on crisis management and evacuation

Risk Management: Expecting the Unexpected - ETC Member Case Studies on Crisis Management & Evacuation

Life comes at you fast... and medical and evacuation emergencies involving your participants are even faster. We all know the importance of medical and evacuation insurance, but are you really prepared? This Intensive addresses the range of considerations from protecting your organization from legal exposure and how to be ready to handle tough communications to the nitty-gritty details of on-the-ground local care, the roles to be played, medical evacuation home and how it may impact your organizational response. We will spend time reviewing case studies provided by our constituents and discussing the best way to respond to a crisis situation and how to address potential issues that can arise when dealing with medical issues or emergencies in the field.

Tuesday February 4th 2020

Hot Topics I (Choice of 3)

9:45am - 10:45am  All Attendees

Absorb information from fast-paced lectures on a specific topic and receive timely content, issues updates or applied skills.

Risk Management: Challenging Travelers and Situations: Traveler annotation, suspension and/or removal

Have you had a traveler who shows up unprepared for the trip? Or is physically or mentally unable to further participate in the tour? Or a disruptive traveler who needs to be removed and sent home? This session will explore how to address a situation in the field and also how to handle it afterward. We will discuss annotation, suspension, removal and revoking of future privilege.

Hot Topics III (Choice of 3)

1:45pm - 2:45pm  All Attendees

Absorb information from fast-paced lectures on a specific topic and receive timely content, issues updates or applied skills.
Risk Management & Data Security: Protecting Travel Planners and Tour Operators

Don't be the next headline. Develop strong, enforceable, yet industry fair, transactional documents regarding data security to protect your organization. Discussion points include protecting your organization by placing risk on IT providers, global transactions considerations, and a general overview of common technologies your organization should be implementing. Also covered will be examples of industry vetted contractual clauses that advocate for your organization’s interests by properly organizing the relationship with the IT service provider, including data security, data redundancy, data loss, and error severity/response matrices.

Wednesday February 5th 2020

Travel Planner Forum: Best Practices I (4 Options)

10:00am - 11:00am Travel Planners Only

Participate in a series of roundtable discussions and professional development opportunities created specifically for your stakeholder group - and held on one single day.

Traveler Agreements: Waivers and Other Contract Language - The essential review

So now you manage a travel program...You didn't go to law school but what should you know about traveler agreements – commonly called “waivers”? Legal counsel, Rodney and Cathy, walk you through the basics in your effort to develop positive (and protective) relationships between your organization and its travelers. As you will learn, a clear and informed waiver, consistent with applicable law, is key to running a quality travel program, including avoiding unpleasant follow up litigation.