



# GLOBAL *rescue*

MEDICAL EVACUATION | SECURITY EXTRACTION | CRISIS RESPONSE

2019



# AGENDA

1. Types of events
2. Liability
3. Resiliency – State of the T&T Industry
4. Traveler Perceptions



# DEFINITIONS

- Frequency
  - The rate at which something occurs or is repeated over a particular period of time or in a given sample
- Magnitude
  - The size or extent of an event measured in lives lost, injuries and physical damage

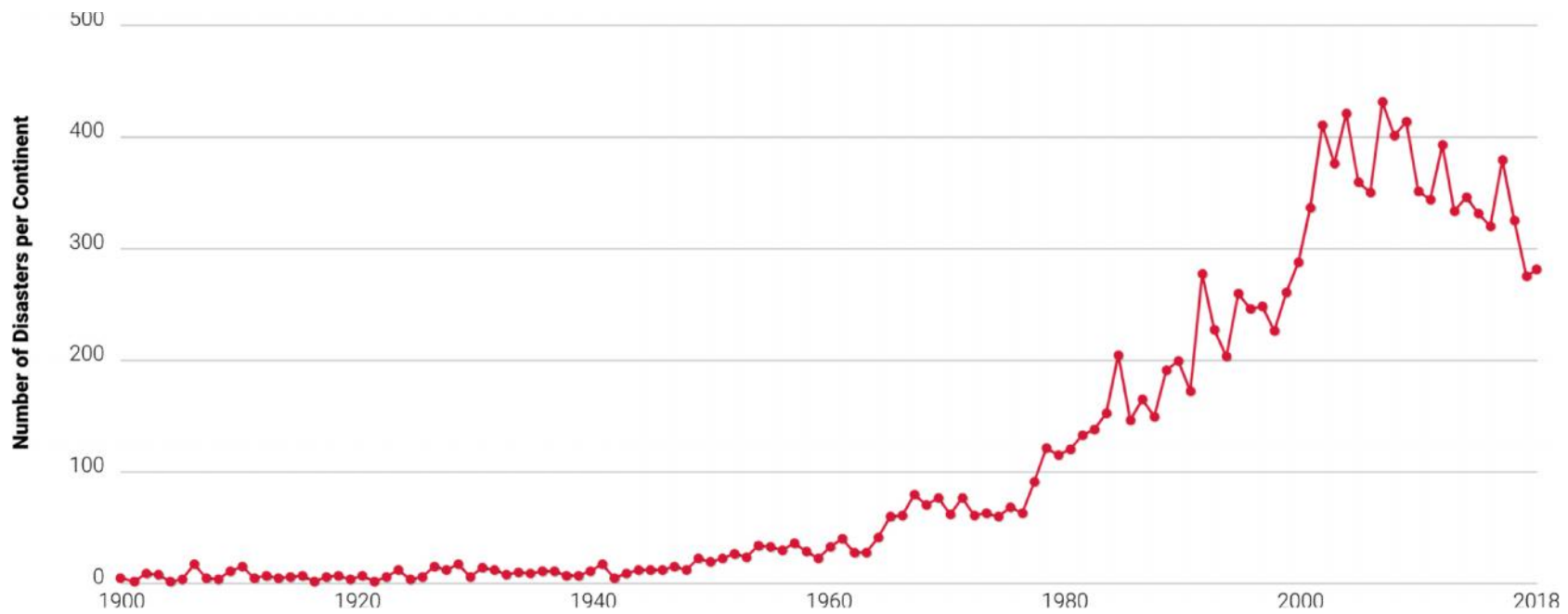


# TYPES OF EVENTS

- Low frequency, high magnitude (major events)
  - Natural disasters
  - Civil unrest, war
  - Disease outbreaks
- High frequency, low magnitude (minor events)
  - Motor vehicle accidents
  - Violent crime
  - Traveler medical issues

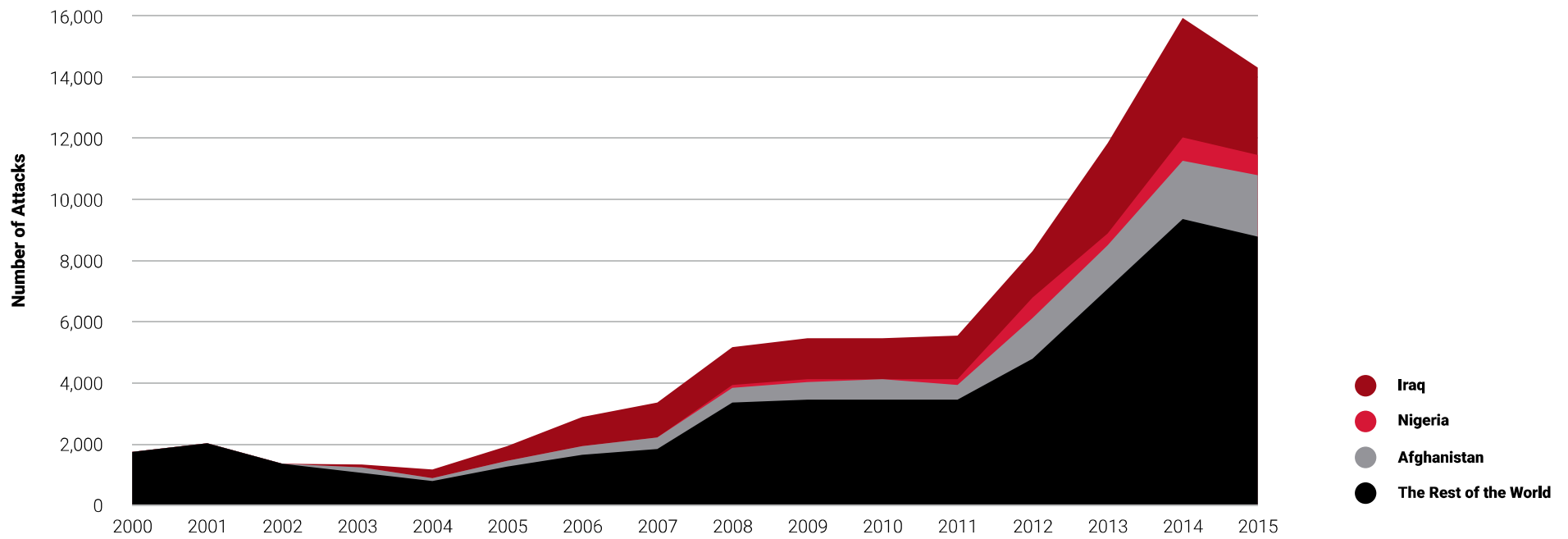
# TYPES OF EVENTS - MAJOR

## NATURAL DISASTERS 1900 - 2018



# TYPES OF EVENTS - MAJOR

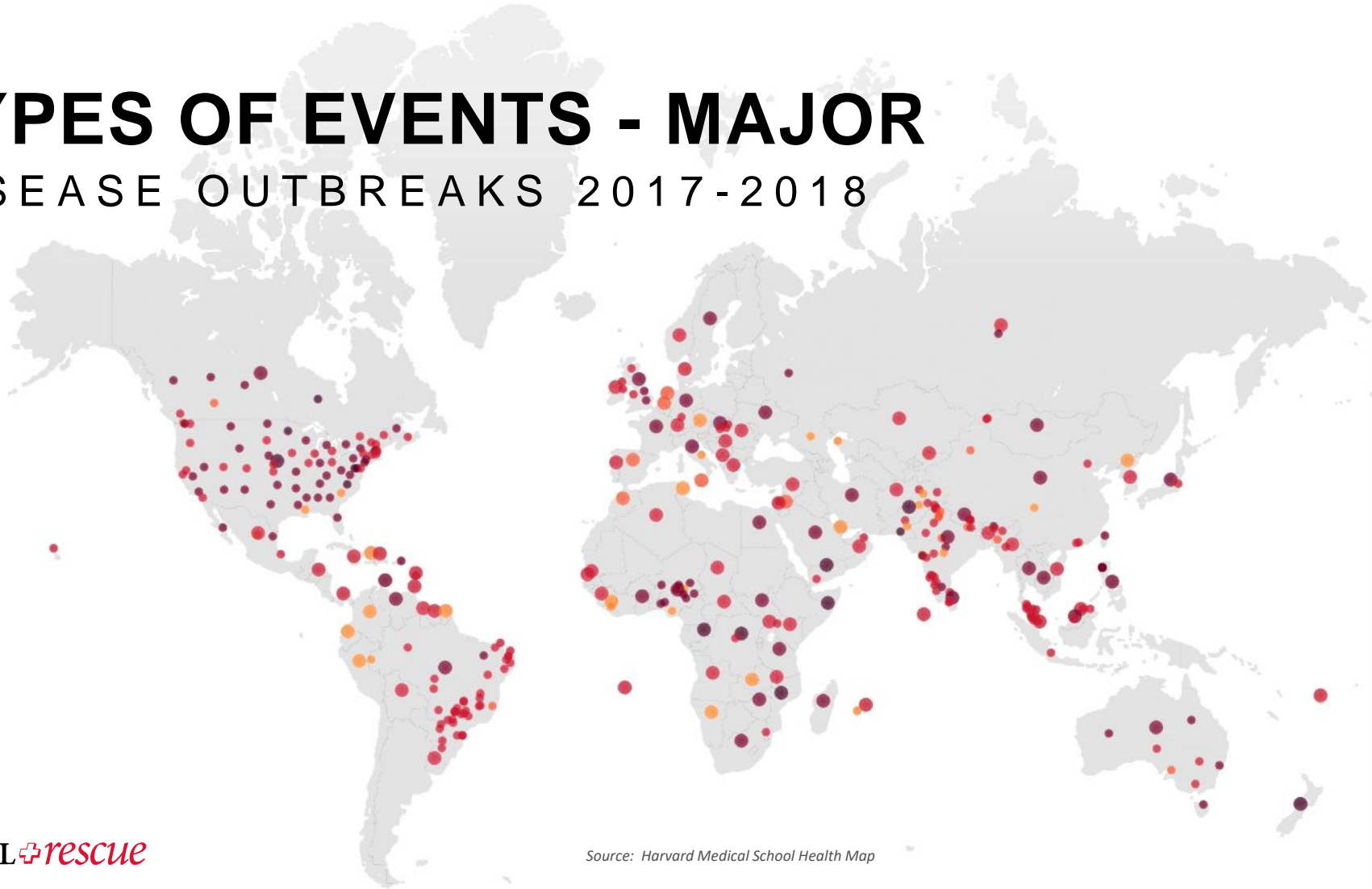
## TERRORIST ATTACKS 2000 - 2018





# TYPES OF EVENTS - MAJOR

DISEASE OUTBREAKS 2017-2018

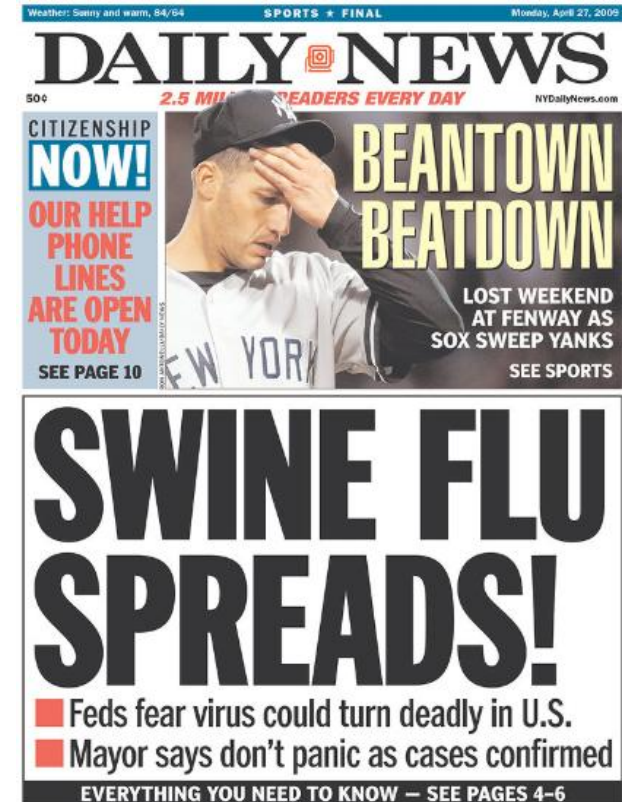




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# CASE STUDY #1 - MAJOR

- 2009 outbreak of H1N1 in Mexico results in nationwide school closures
- Tourists are advised to avoid Mexico
- Tourist demand from the United States and Europe drops costing Mexico over \$2.8 billion <sup>(3)</sup>



(3) <https://www.researchgate.net/publication/237071037> The economic impact of H1N1 on Mexico's tourist and pork sectors



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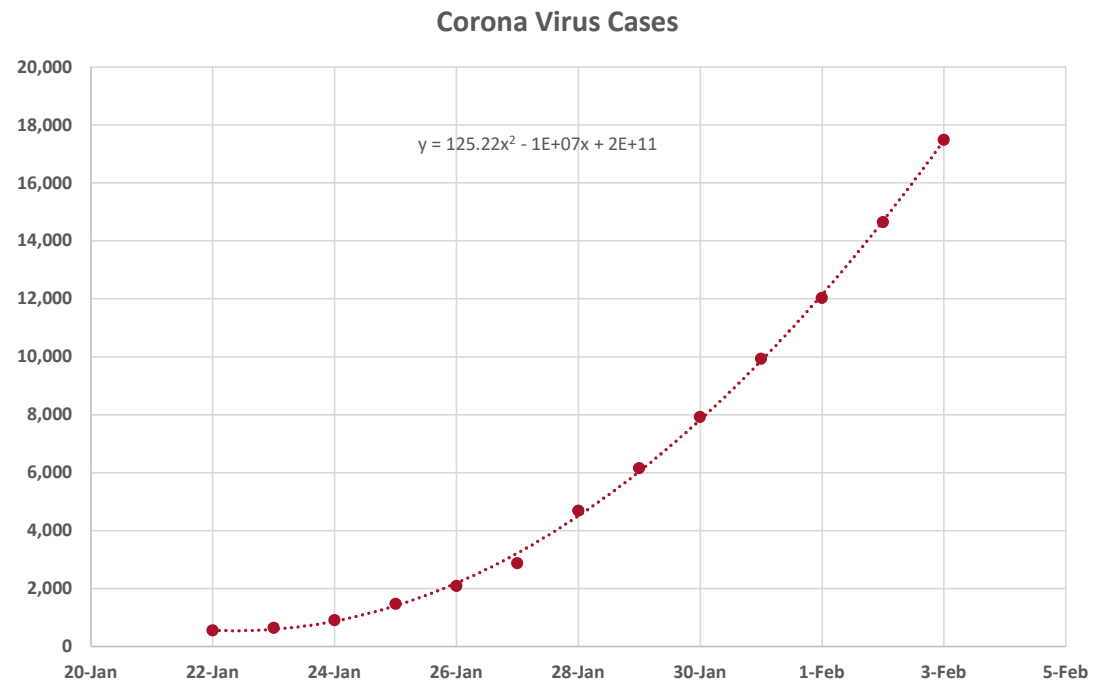
## CASE STUDY #2 - MAJOR

- 2016 bombing of a Russian airliner  
Metrojet 9268 kills 224 on board
- ISIL claims responsibility
- Tourist demand drops, costing Egypt  
over \$3.6 billion <sup>(4)</sup>



# CASE STUDY #3 - MAJOR

- Novel Corona virus outbreak originates in Wuhan, China on December 31, 2019
- As of February 3, 2020, at least 17,486 have been sickened and 362 have died
- Rate of infection reflects early stages of a global pandemic
- **Total cost in lives and economic impact unknown; CNN currently estimates economic losses at \$60 billion**



# CASE STUDY #4 - MINOR

- Natalee Holloway, an American teenager, disappears in Aruba in 2005
- She is never found and the story becomes international news; a Dutch man is eventually charged with her murder
- Tourist demand from the United States dropped 25% the following year <sup>(1)</sup>

(1) <https://www.sciencedirect.com/science/article/abs/pii/S2211973615000847>





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# LIABILITY

- Lives lost; physical damage
- Reduced revenue (tourism/customers)
- Legal liability
  - Duty of care failure
- **Hope is not a strategy**

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# THE GOOD NEWS

- Global Rescue and the World Travel and Tourism Council released a report in October 2019
- Travel and Tourism is the world's largest industry representing 10.4% of global GDP (\$2.8 trillion)
- Travel and Tourism employed 319 million people and grew 3.9%
- 14 billion travelers crossed an international border in 2018
- Resilience is improving; recovery times have decreased on average almost 50% since 2001
  - Terrorism – 11.5 months
  - Civil unrest / political instability – 22.2 months
  - Infectious disease outbreaks – 19.4 months
  - Natural disasters – 16.2 months

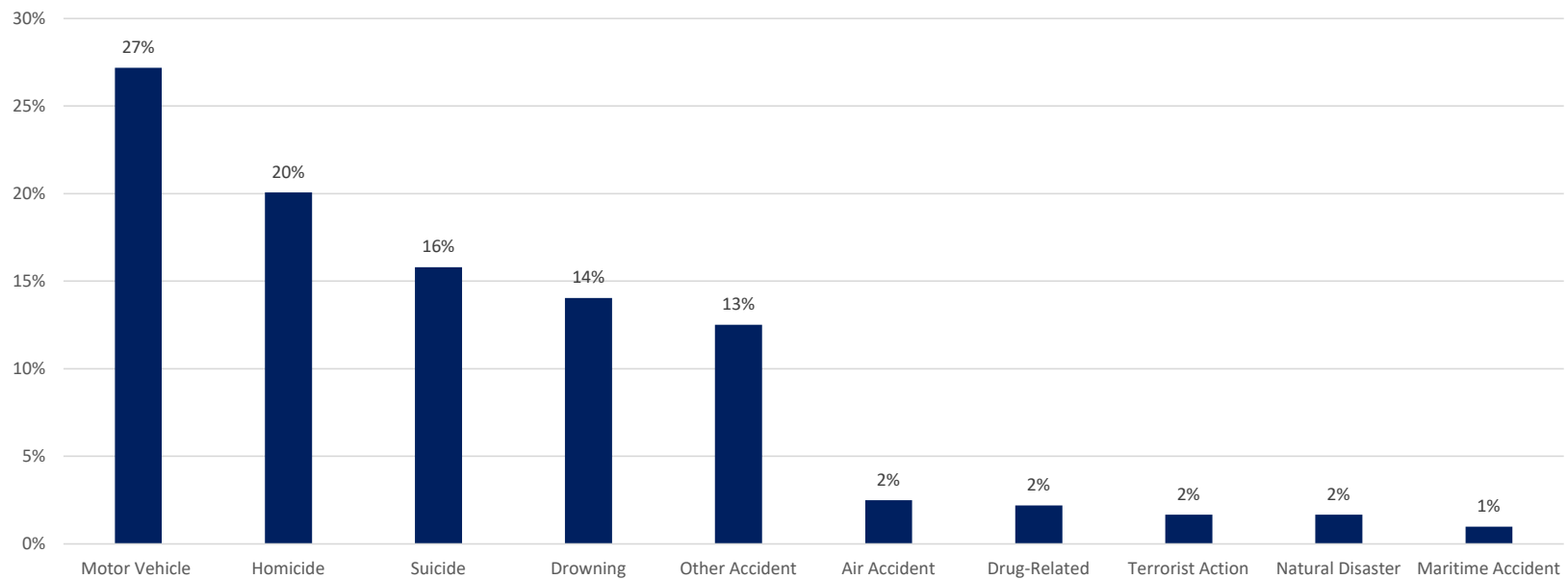
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(1) [Crisis Readiness: Are you prepared and resilient to safeguard your people and destinations?](#); World Travel and Tourism Council and Global Rescue LLC; October 2019

# MINOR EVENTS ARE MANAGEABLE

- Reasonable measures can be used to prevent and/or reduce the impact of these events

American Citizens Causes of Death Overseas 2010-2019







# TRAVELER PERCEPTIONS

- Travelers continue to travel
- 86% of travelers are concerned about traveling in 2020; 31% are more concerned than 2019
- Top destinations by level of concern:
  - Middle East – 89%
  - Africa – 85%
  - Asia – 83%
  - S. America – 80%
  - Europe 62%

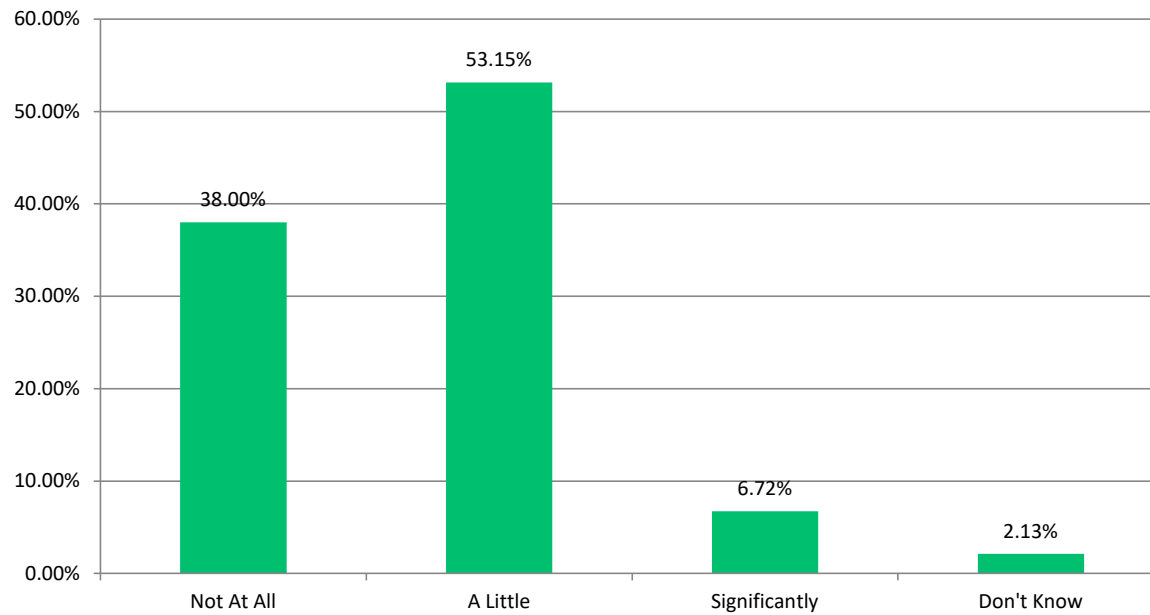


# TRAVELER PERCEPTIONS – TOP CONCERNS

- Health/Medical – 73%
- Crime – 64%
- Terrorism – 45%
- Motor vehicle accidents – 40%
- Civil unrest – 26%

# TRAVELER PERCEPTIONS – CONT'D

How much will your concerns impact your travel plans in 2020?





# CONCLUSIONS

- The world is becoming more dangerous
- However, the travel and tourism industry is becoming more **resilient**
- Travel and tourism continues to grow and is one of the world's **largest and fastest growing industries**
- Travelers are increasingly concerned, **but continue to travel anyway**
- **We all must work together to make sure we are prepared for the challenges to come**

*“Fortune favors the prepared” Louis Pasteur (1822-1895)*

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For questions and additional information

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