

EVENT/SUPPORT

**PLAN FOR EVERYTHING.
EVEN THE UNEXPECTED.**



**WORLDWIDE REACH.
HUMAN TOUCH.**

**INTERNATIONAL
SOS**

A FEW EVENTFUL STORIES...

VIP trip to Costa Rica



A European beverage company was organising its Board Meeting in Costa Rica. Contacting us, they were concerned about the provision of healthcare onsite should something happen to their Executives – whether or not they were covered under the company’s policy.

Our team provided a pre-travel briefing, reviewed the location and event details to identify risks, and reassured the event organiser that all delegates and guests would receive **best-in-class 24/7 assistance**. We also put together a **medical support plan**, tailored to the venue and planned activities. During the event, the organiser had to call our Assistance Centre twice for minor incidents that, managed quickly and appropriately with the support of a **Spanish-speaking expert**, did not require any further escalation or incur any costs.

The Board Members were impressed with the amount of preparation and assistance provided at what was a small percentage of the overall event cost.

In the middle of a week-long Annual Conference of a global tech company in London, the meeting planner was informed that a Chinese delegate had just broken his leg and needed assistance.

As an experienced organiser, she had already identified some challenges during the planning phase, including **onsite and offsite activities, multiple languages** spoken and a **large number of external guests**. After consulting with her event management company, she contacted International SOS to discuss additional support and found that the Event Support solution was the best fit – with **24/7 assistance** in different languages for all delegates. Based on the profile of the attendees and of the event, she agreed with our recommendation for a **medical team on standby** equipped with medical responder bags for minor first aid incidents.

So when the incident happened, she could rely on the International SOS team to assist her delegate and have her team remain focused on the event.

Corporate event in the UK



Regional sports event in Asia



A few weeks before hosting key customers at The Asian Cup, a US financial services company wanted to ensure they could manage any medical or security concerns that may arise during the event.

One of their competitors had recently encountered a similar issue, when a poorly managed incident at a conference had caused **significant legal and reputational damage**. Having to monitor a large international audience in **three different countries over a 30-day period**, they wanted to ensure they were aware of **potential risks** and ready to respond in case of an incident. The event coordinator contacted us to share his concerns. A call with our expert based in Asia was organised, involving the customer’s in-house travel and security teams. They were provided with a **full pre-event briefing** on managing medical and security challenges in the region, given **information to include in the delegate pack** and made sure the designated Assistance Centre, based in Singapore, was fully on board to respond if needed.

With our dedicated experts available at the click of a button, the event coordinator felt he had the right support in place for the bank’s customers and provided his manager with reassurance and peace of mind.

HEALTH & SECURITY READINESS, WHEREVER YOUR EVENTS TAKE YOU.

Whether you have executives travelling on a single trip or attendees at a large event, ensuring their health and safety is crucial. Being prepared for the unexpected and able to respond to medical and security issues during an event requires expert support.

All challenges you will encounter, big or small, can have a significant impact not only on your teams and guests but also on the success of the event – and worse, in some cases, can damage the reputation of your organisation. This is why planning ahead, even for the unexpected, is key.



EVENT SUPPORT

Pre-event briefing

Access to International SOS App for the
Authorised Personnel and Event team

Access to country guides and alerts

Delegate Health & Safety Guide

Event Medical & Security Support Plan

24/7 Medical & Travel Security Assistance
for all attendees and guests

YOUR EVENT SHOULD BE MEMORABLE – DON'T LET IT BE FOR THE WRONG REASONS.

“As a meeting organiser, I need to rely on strong partners to make the experience seamless for my delegates.

With Event Support, I know International SOS will be with me every step of the way, from the planning phase to any onsite medical and safety challenges I could face – **anytime, anywhere.**”

Katie, professional meeting planner

BEST IN CLASS SUPPORT. AFFORDABLY PACKAGED.

With a range of services including pre-planning advice and 24/7 medical and travel security assistance globally, International SOS brings you the support you need so you can focus on making your event a success.

EVENT SUPPORT



MEETINGS & EVENTS DUTY OF CARE SAFETY & SECURITY CHECKLIST

PLANNING AND LOCATION SELECTION:

- **Contact International SOS** to discuss my next event and assess the hosting country's health & security infrastructure
- **Agree on the hosting country**, inform my travel managers
- **Discuss the profile of the attendees** (age, known medical conditions...) and differentiate between employees, partners, guests etc.
- **Review any recent medical or security incidents** in the vicinity of the event location, as well as available medical and logistical infrastructure

OFFSITE ACTIVITIES & TRANSPORT:

- **Discuss available medical infrastructure** in relation to all venues with International SOS
- **Consider a standby medical team** for large events or in case of physical activities involved
- **Check if regulations requires ambulance/medical team** on standby for triage, first responder, discreet patient movement
- **Review access to local medical facilities** utilising International SOS providers' network (nearest pharmacy, GP, hospital, dentist)
- **Consider transportation** during the conference including route planning

PRE-TRAVEL ADVICE & TRAVEL INFORMATION:

- **Confirm communication plan** for attendees around travel insurance cover and responsibility
- **Share appropriate generic pre-travel advice** that is sensitive to the location
- **Include safety & security information** in delegate's pack
- **Capture travel details** if not booked in-house
- **Use International SOS TravelTracker** to locate employees and delegates if needed

EVENT EMERGENCY RESPONSE PLAN:

- **Develop an Event Medical & Security Support Plan**
- **Ensure key internal stakeholders** are identified and roles are well defined
- **Confirm financial approval escalation pathway** and associated approval limitations
- **Assess my corporate communication policy** and stakeholders
- **Review my Event Medical and Security Support Plan** by conducting drills

eventsupport@internationalsos.com

WORLDWIDE REACH.
HUMAN TOUCH.