

Session 5 – Environmental, Health & Safety Risk Management

Introduction

This session identifies 20 steps and critical factors that all event and hospitality stakeholders should review. Many of the factors fall into the category of standard operating procedures.

Module 1 A Brief History of Risk, Crisis & Disaster Management

Module 2 Identification & Assessment

Module 3 Managing & Leading Under Pressure

Module 4 Health & Safety Training

Module 5 Financial Impact

Find out More

Risk & crisis management in hospitality and event is critical for success. It's a work in progress art of manner, which helps staff and organization to prevent, identify, minimize, manage, monitor internal and external risks/threats, in order to progress in systems, procedures and business even in hard times.

Ensuring a safe environment and journey takes precedence over a dozen other metrics that go into meeting planners' decision-making process, such as ease of arrival by delegates, value, convention space near the meeting, number of hotel rooms and other comparatively routine considerations. This session identifies 20 steps and critical factors that all event and hospitality stakeholders should review. Many of the factors fall into the category of standard operating procedures, such as staffing an event with a properly trained security team, limiting points of entry and establishing checklists to address the myriad of details that go into ensuring a successful event. Other considerations, however, may be less obvious, such as agreeing to an evacuation plan in advance and anticipating possible disrupters, such guest speakers with a controversial history or guests and groups that could attract protesters.

Health, safety and security are top priorities.

Learning objectives

- Prevent & manage failures, accidents, crises & controversies
- Include cultural and disability awareness
- Identify potential risks, threats & vulnerabilities
- Reduces legal liability
- Reduce/avoid the spreading of misinformation
- Define and share business recovery process
- Identify tactics
- Share emergency information
- Develop response plan
- Exercise mitigation plan
- Manage data analytics, privacy policies, critical information technology assets
- Issue, simplify credential control of people movement (queuing, evacuation and sheltering-in-place, ingress/egress, density, direction, speed, capacity, exit routes, fire alarms, sprinkler systems, and emergency lighting etc)
- Reduce counterfeiting
- Take health, safety & security measures
- Provide insurance coverage documents (cancellation, postponement, staff, customers)
- Understand the limitations and capabilities of the operating venue
- Guarantee the application of environmental & sustainable procedures
- Run reports
- Implement clear guidelines