

Contingency Plan Checklist

■ General Company Information

- Program name
- Program location
- Program dates
- Program description
- Attendee information
- Detailed agenda
- Supplier contact information
- Staff contact information (cell phones) & travel itineraries
- Executive staff contact information (cell phones) & travel itineraries
- Home office risk management contact information (cell phones)
- Travel agency 24/7 toll-free contact information
- Travel insurer assistance hotline (policy details)

■ Planning Management & Staff

- Complete program back-up copies (kept outside of HQ)
- Second lead appointment in case of emergency
- Staff trained for medical response (CPR, first response, Heimlich, etc.)
- Consider limited banners and signs at airport/hotel for group safety
- Limit public viewing in hotel of event & hours specifics
- Check with Center of Disease Control for health precautions (CDC Hotline–1-877-FYI-TRIP)
- Register international travel with US State Dept. at <http://travelregistration.state.gov>
- Determine disability needs and address at destination
- Develop Emergency Response Plan (prior to program execution) for:
 - ✓ Venue change due to “Act of God” event (i.e. weather, terrorism, etc.)
 - ✓ Program cancellation
 - ✓ Transportation change (re-routing, re-booking, etc.)
 - ✓ Other major communications issue
- Develop Emergency Response Plan (on-site) for:
 - ✓ Evacuation (home, site, hotel)
 - ✓ Major agenda changes
 - ✓ Other catastrophic incident requiring program change
- Emergency Response Plan Includes:
 - ✓ Approved Communication Plan for executives & participants
 - ✓ Approved strategy for implementation of plan
 - ✓ Detailed contact information of appointed crises management Team 24/7
 - ✓ Executive decisions (24/7 cell phones, pagers)
 - ✓ Access to legal counsel & risk management (24/7)
 - ✓ Detailed roles & responsibilities in the case of an emergency/catastrophe
 - ✓ Access to company cash/funds for emergency procurement

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■ Destination

- Determine weather or other natural disaster pattern in area and be prepared to react if necessary
- Main airport location contact information
- Alternative airport and other transportation modes available
- Unique local laws (i.e. driving, dress restrictions, etc.)
- Embassy/Consulate contact & location (24/7 cell, pager, etc.) if applicable
- Other emergency government contacts (i.e. CVB, etc.)

■ Destination Management Company & Other Local Suppliers

- Detailed contact information (radio, pagers, cell phone 24/7)
- Insurance coverage/certificates for all vendors (including watercraft if applicable)
- Evacuation plans in case of weather/terrorism catastrophes
- Emergency communication plans (24/7)
- Emergency transportation
- Local emergency shelter
- Policies on activity management/headcounts/reporting

■ Hotel

- Hotel name & address
- Contacts information & cell phones of key personnel
- Risk management officer (cell, radio, pager numbers 24/7)
- Security management contacts (cell, radio, pager numbers 24/7)
- Managers on duty (cell, radio, pager numbers 24/7)
- Request labor contracts up for negotiation before or during event
- Confirm areas for safe refuge in case of weather issue (tornado, hurricane, snowstorm)
- Review evacuation & transportation plan if refuge is not at hotel
- Confirm hotel's ability to provide critical resources in case of loss of power, water contamination, food, etc.
- Is facility designed as an evacuation center for local area? If yes, describe intended use and impact on group

■ Security

- Avoid advertising group schedule/event times in hotel
- Request security hours, staffing, level of training, etc.
- Medical response program – (training of staff)
- Access to common areas by non-guests at night
- Room key policies (pass keys, lock-out procedures, key labels, etc.)
- Staff (background checks, ID system, access off-duty)
- Guest personal & credit card information (confidentiality)
- Non-answered wake up calls
- How is 911 accessed from hotel phones
- Recent in-house or local crime problems (Request efforts to resolve.)
- Any threats against site, owners, employees (Request efforts to resolve.)

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■ Fire Protection Issues

- Submit detailed fire checklist to hotel & review answers to:
 - ✓ Hotel's written emergency plan including evacuation (Ask for copy.)
 - ✓ Closest fire department – response time
 - ✓ Automatic sprinkler system
 - ✓ Automatic fire detection system
 - ✓ Automatic contact to fire department
 - ✓ Exit & evacuation information posted in every guest room
 - ✓ Exits marked & open in direction of travel
 - ✓ Confirm meeting rooms have two exits
 - ✓ Back hallways cleared & accessible during meetings
 - ✓ Alarm switches on every floor
 - ✓ Accessible exits & lit stairwells
 - ✓ Elevators – automatic recall
 - ✓ Emergency lighting
 - ✓ Fire code inspection schedule & testing
 - ✓ Review any outstanding code violations

■ Guest Safety

- Provide guests with emergency numbers for fire, police, medical
- Provide addresses for local hospitals, embassies, consulates etc.
- Provide guest safety information
 - ✓ Room key discretion & room entry
 - ✓ Room safes/safety deposit box
 - ✓ Travel in small groups, limit individual off-property excursions at night
 - ✓ Remind guests of issues regarding intoxication off-property
 - ✓ Water/food safety
 - ✓ Local transportation advisories (recommended transportation)
 - ✓ Safety of travel documents/leave passport copies at home
 - ✓ Laptop security/valuables
 - ✓ Bring medical information from doctor, duplicate prescriptions, etc.
 - ✓ Communicate destination conditions that could impact health (i.e. high altitude, immunizations, etc.)

■ Medical & Death

- Determine participant personal medical & evacuation coverage
- Purchase supplemental coverage if necessary
- In-house doctor contact (24/7 cell phone, pager, radio)
- Local hospital & transfer availability (contact information)
- Closest trauma center & transfer availability (contact information)

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■ Medical & Death (cont'd)

- Medical evacuation contact (24/7) & cost/process
- Determine medical response program of hotel staff (training)
- Emergency response plan for death:

Domestic

- Repatriation of remains
- Contact next of kin
- Obtain death certificate
- Police report (if unnatural)
- Coordinate with morgue/funeral home
- Coordinate body/ashes to home

International

- Contact Bureau of Consulate Affairs
- Obtain funds to repatriate remains
- Obtain local death certificate
- Obtain official Foreign Service Report of Death (Can take 4-6 weeks)
- Obtain consular mortuary certificate
- Obtain affidavit of foreign funeral director and transit permit (US Customs)
- Un-embalmed remains require additional and complex paperwork
- Obtain bill of lading
- Coordinate shipment

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