

Risk Management & Global Travel Intelligence



Bruce R. Biesecker

*Vice President, Client Services &
Product Management*

iJET International, Inc.

Business Disruptions



2001 ▶

9/11 Terrorism
Anthrax
India



2002 ▶

Moscow
Bali
Afganistan



2003 ▶

SARS
US Blackouts
Iraq



2004 ▶

Madrid
Jakarta
Tsunami



2005 ▶

London
Katrina
Kyrgystan

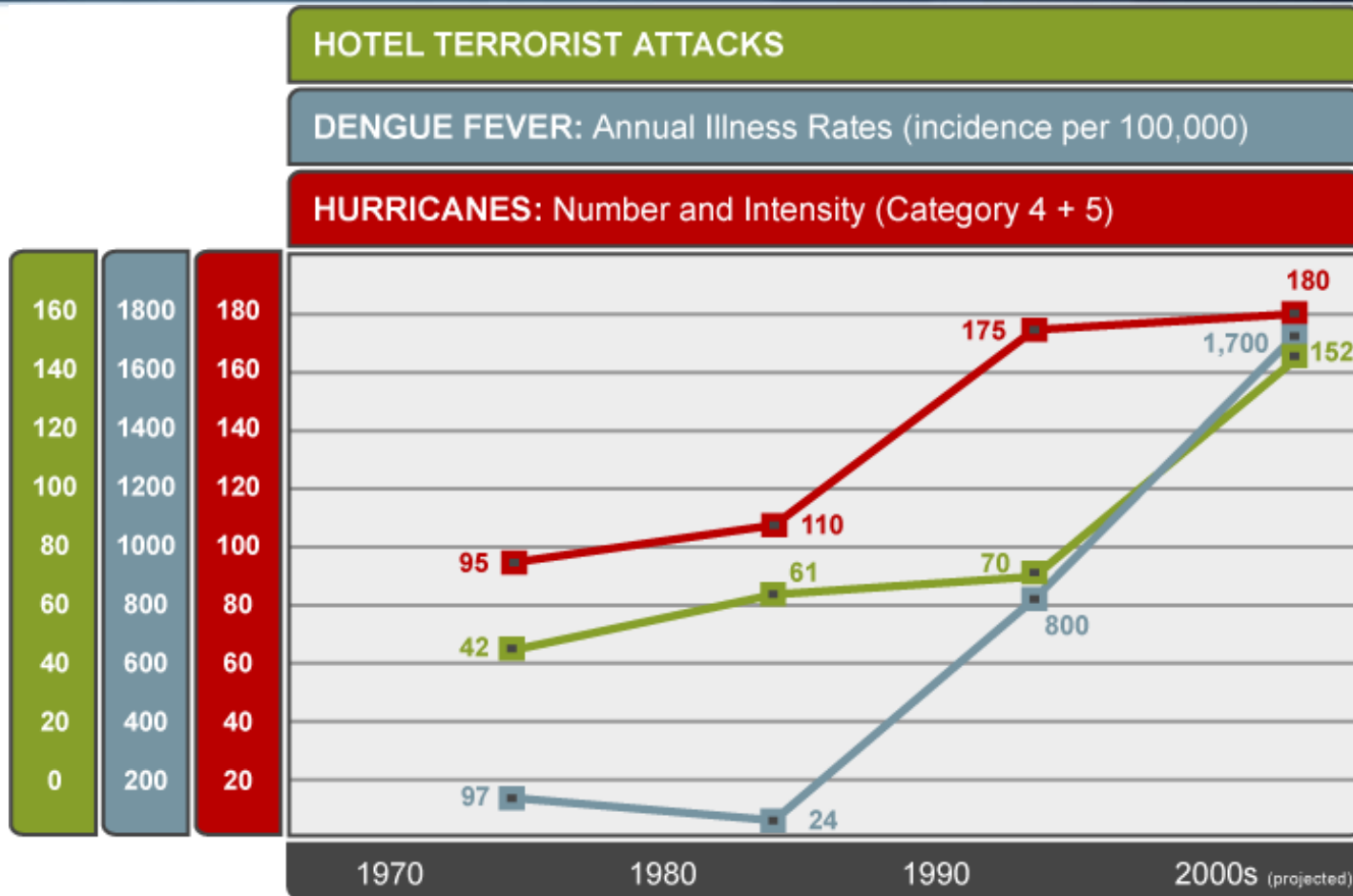


2006 ▶

Avian Influenza
Indonesia
?

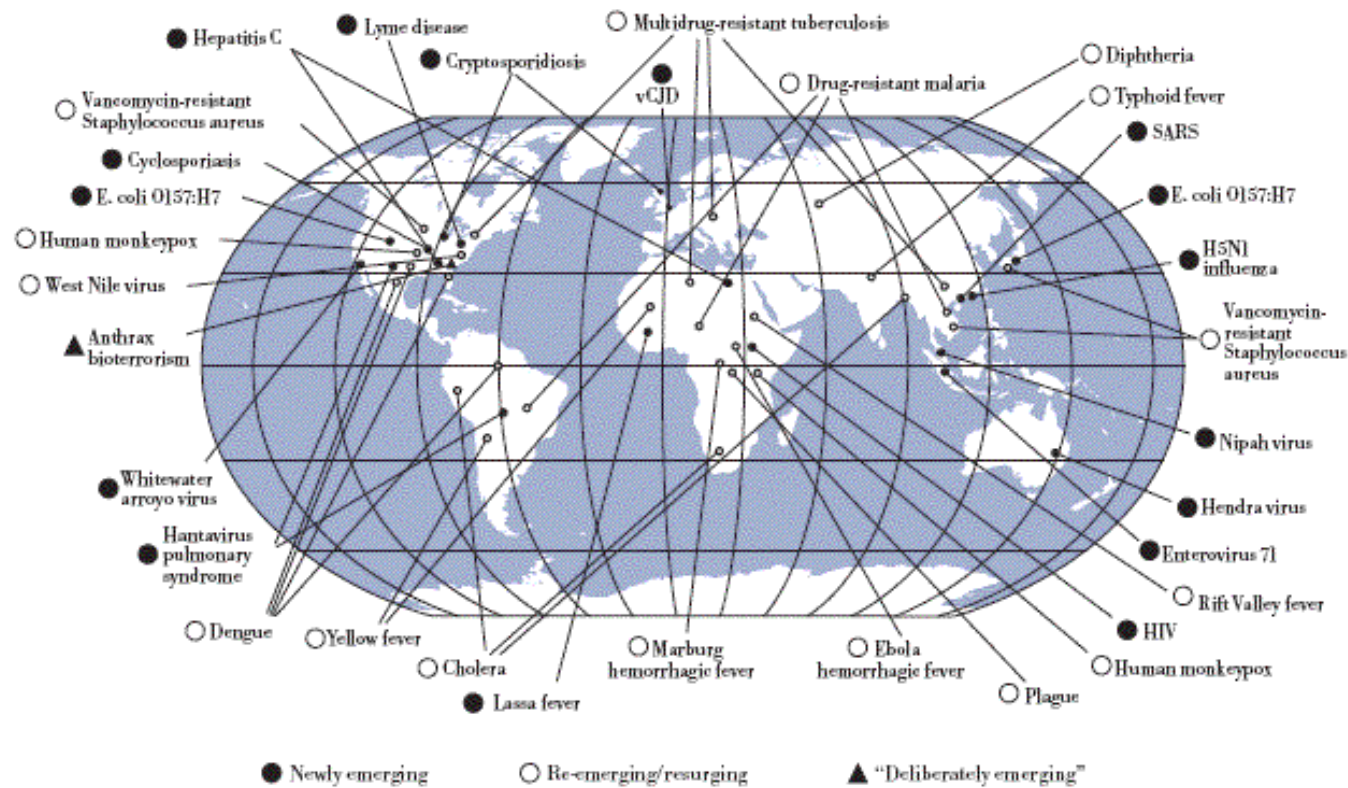
...impact more businesses globally every year.

Disruptions on the rise



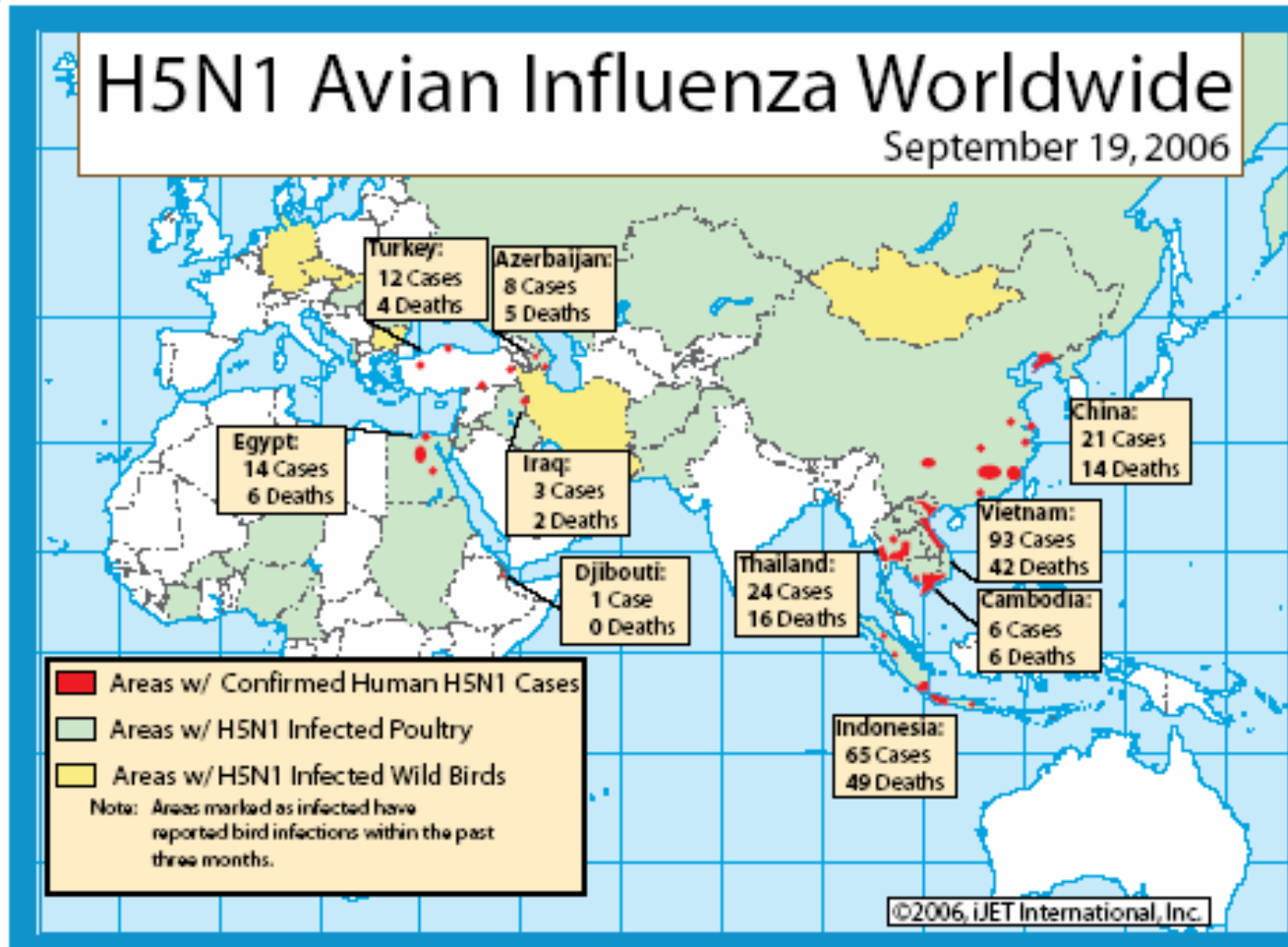
HOTELS: Rand Corporation, Brian Jenkins; DENGUE FEVER: U.S. CDC; HURRICANES: Georgia Inst. of Technology, Nat'l Center for Atmospheric Research

Global Infectious Diseases



Adapted from Morens, D.M., et al. 2004. The Challenge of Emerging and Re-emerging Infectious Diseases. *Nature* 430:242-49.

H5N1 Avian Influenza



Civil Unrest



Thailand

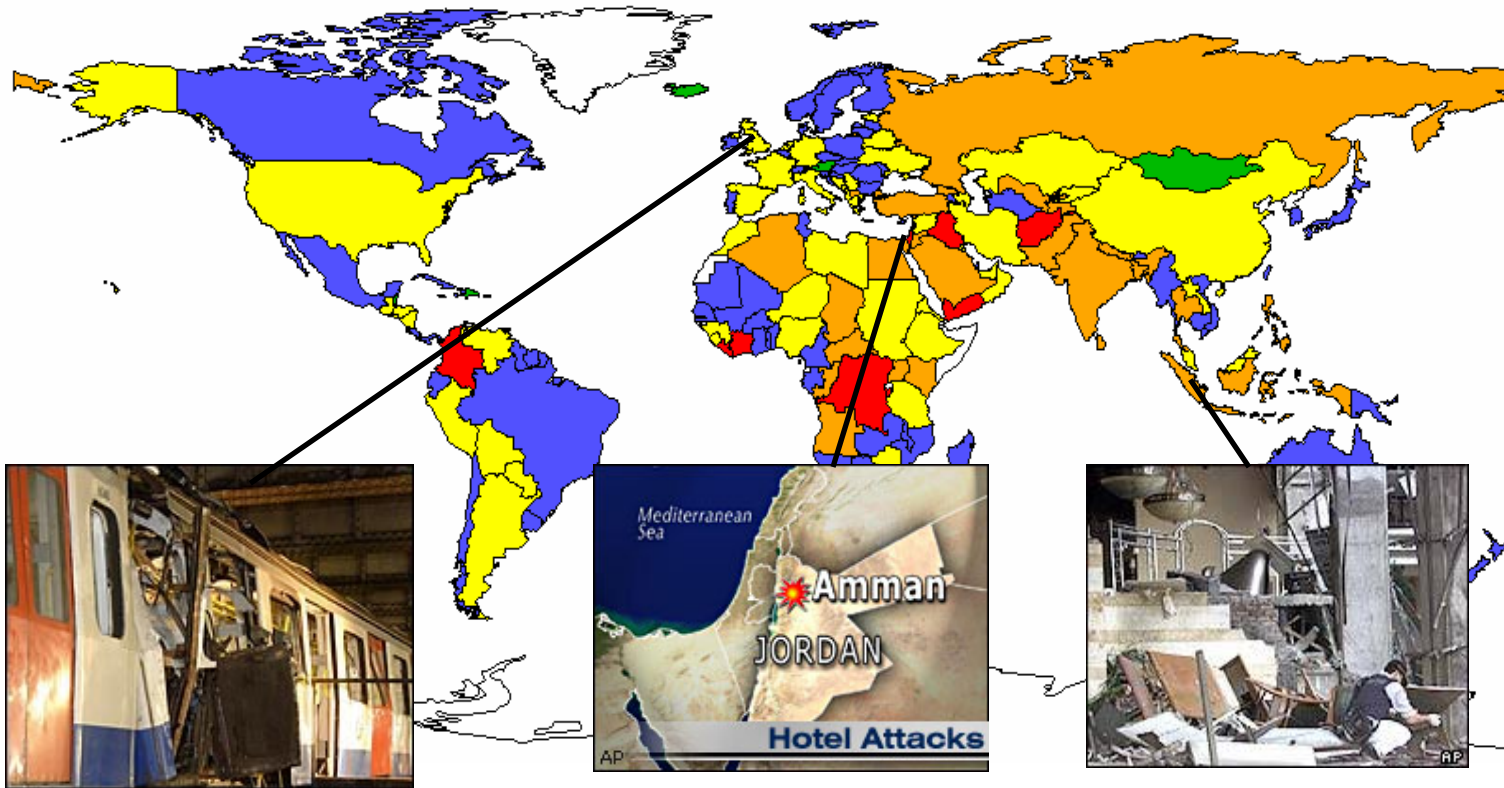


Lebanon



Sao Paulo

Terrorism



London Tube Bombing
– 2005 – 56 dead

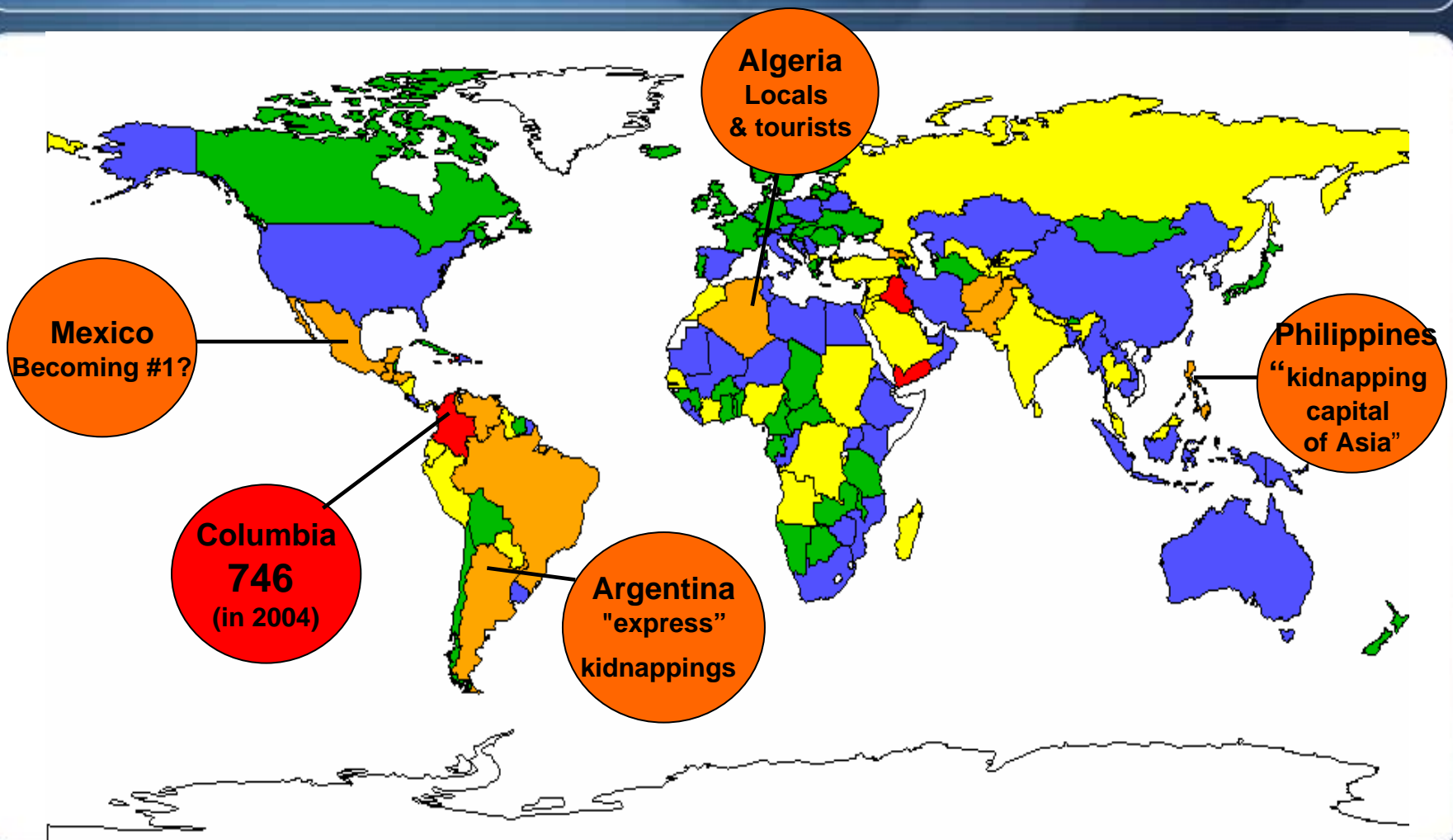


Jordan- 2005 -
Suicide Bombing- 57
dead

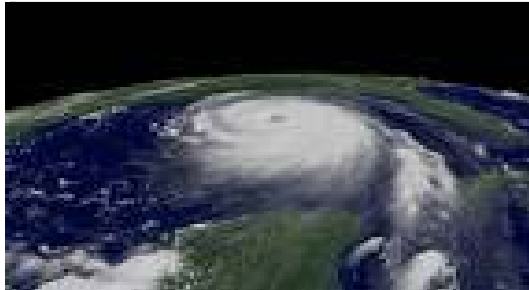


Jakarta Marriott Bombing -
2003 – 12 dead – 150
injured

Kidnapping



Natural Disasters



Hurricane Katrina (2005)

- 1,836 deaths
- \$81.2 billion in damages



Mumbai Floods (2005)

- More than 1,000 deaths
- Over 700 flights cancelled or delayed

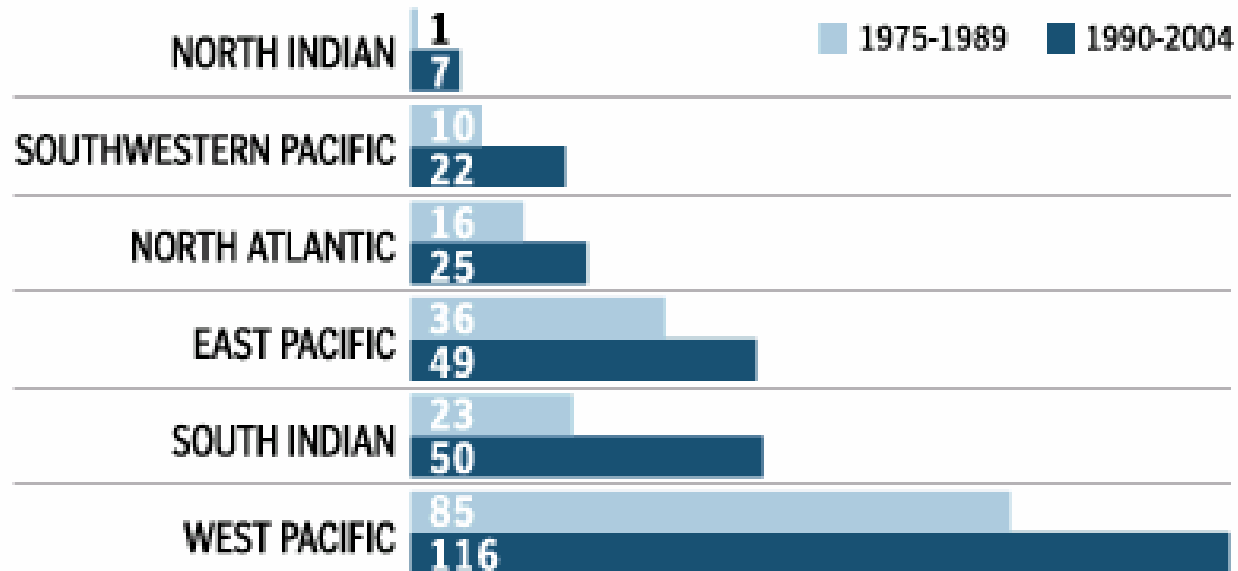


Tsunami (2004)

- 229,866 persons lost
- Includes 186,983 dead; 42,883 missing

Hurricanes

Number of Category 4 and 5 hurricanes, by ocean basin



CHANGE

+600%

+120%

+56%

+36%

+117%

+36%

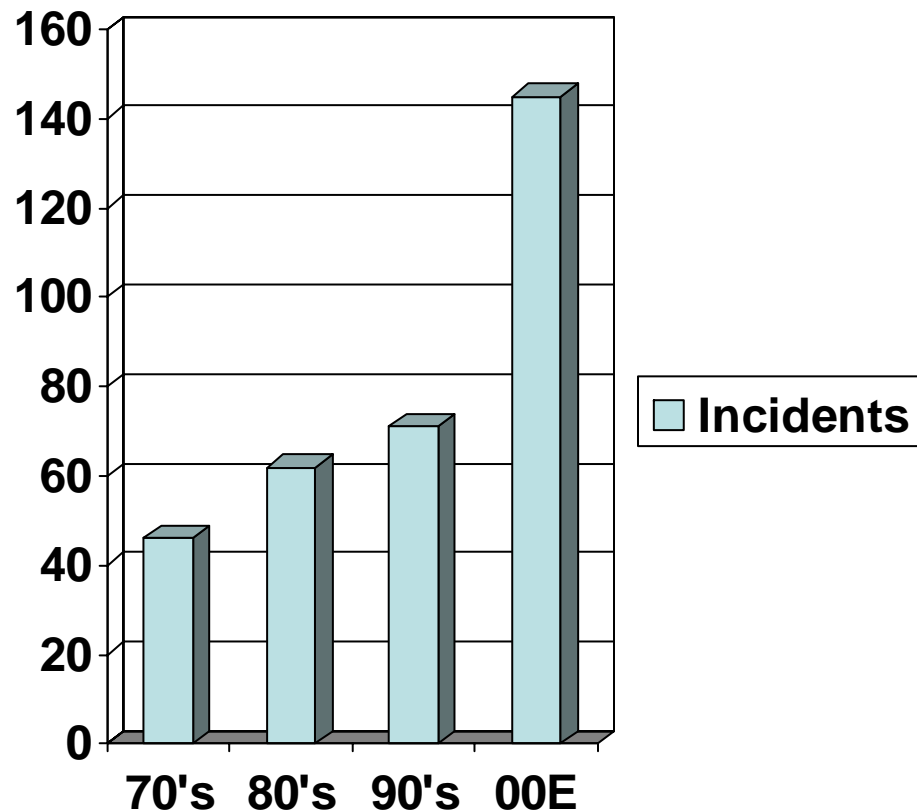
Hotel Terrorist Attacks

Incidents have grown steadily over 4 decades

76 Incidents 2000-2005

2000-2010 projected to double to 152 based on 2005 data

Severity/damages have increased as well



Source: Rand Corporation/Brian Jenkins

Impact – Disruptions affect the entire organization



Are companies prepared?

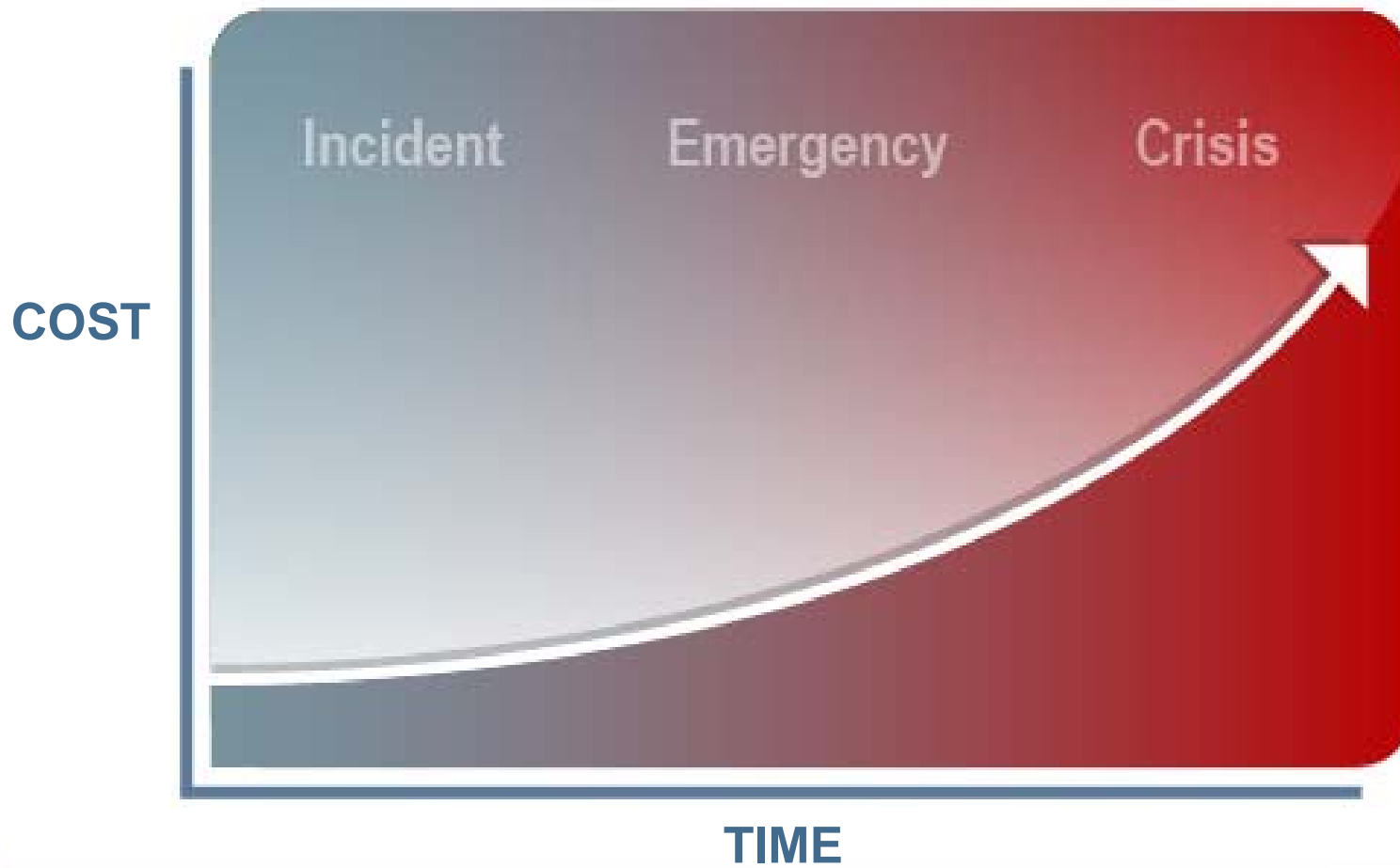
“After September 11th, companies increased focus on disaster recovery, but organizations have once again become complacent.

80 percent of organizations are entirely unprepared to manage a geopolitical, social or environmental shock (for example, widespread Middle East conflict, avian flu or natural disaster).

The result is significant organization... risk.”

Source: Gartner, January 2006

Mitigation ROI



Liability

Duty of Care

Risk Disclosure

Standard of Care



Travel managers face both professional and personal liability in providing travel risk management. Especially those with professional certifications.

Risk Management

Travel Risk Management is a well defined process to identify risks, prepare travelers pre-trip, monitor threats, and respond to incidents as they arise.

Benefits include:

- More productive and prepared employees
- Reduced number of costly “incidents”
- Lower cost of response
- Reduced corporate liability



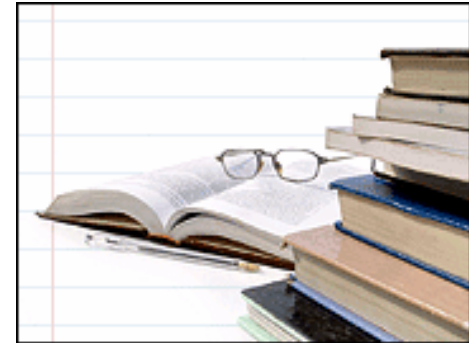
Requirements

- Compliance with Policies
- Threat Monitoring
- Exposure Tracking
- Stakeholder Communications
- Integrated Response
- Auditable Records



Compliance

- **Centralized travel booking**
- **Travelers to high risk destinations**
- **VIP tracking**
- **Number of employees on same flight**



The Unknown

“I’m much more worried about Bin Drinkin’ than Bin Laden.”

- Global Security Director

Fortune Global 100 Professional Services Company

Intelligence-Driven Readiness

Worldcue Solutions

GLOBAL INTELLIGENCE SERVICES

Timely, predictive, actionable intelligence

GLOBAL CONTROL CENTER

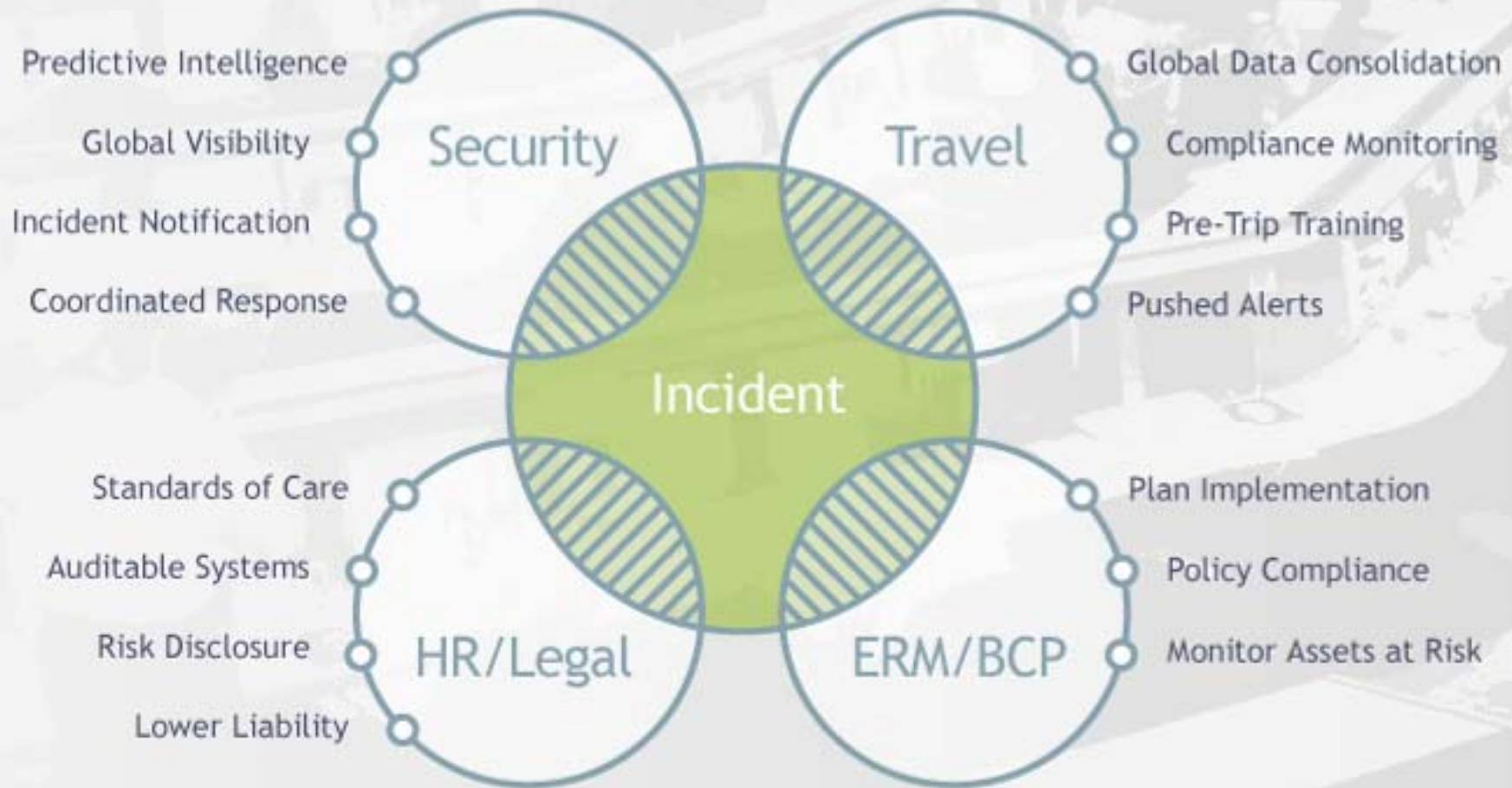
Unified view of people and assets, with targeted communications to affected parties



WORLDCUE 24

Integrated global emergency response

Cross Functional Needs & Support



24x7 All Threat Monitoring



Global Network of Resources

Human Sources (Geographic)

Africa: **56**

Asia: **174**

Caribbean: **55**

Central/S. America: **83**

Europe: **130**

Mideast/N. Africa: **58**

North America: **58**

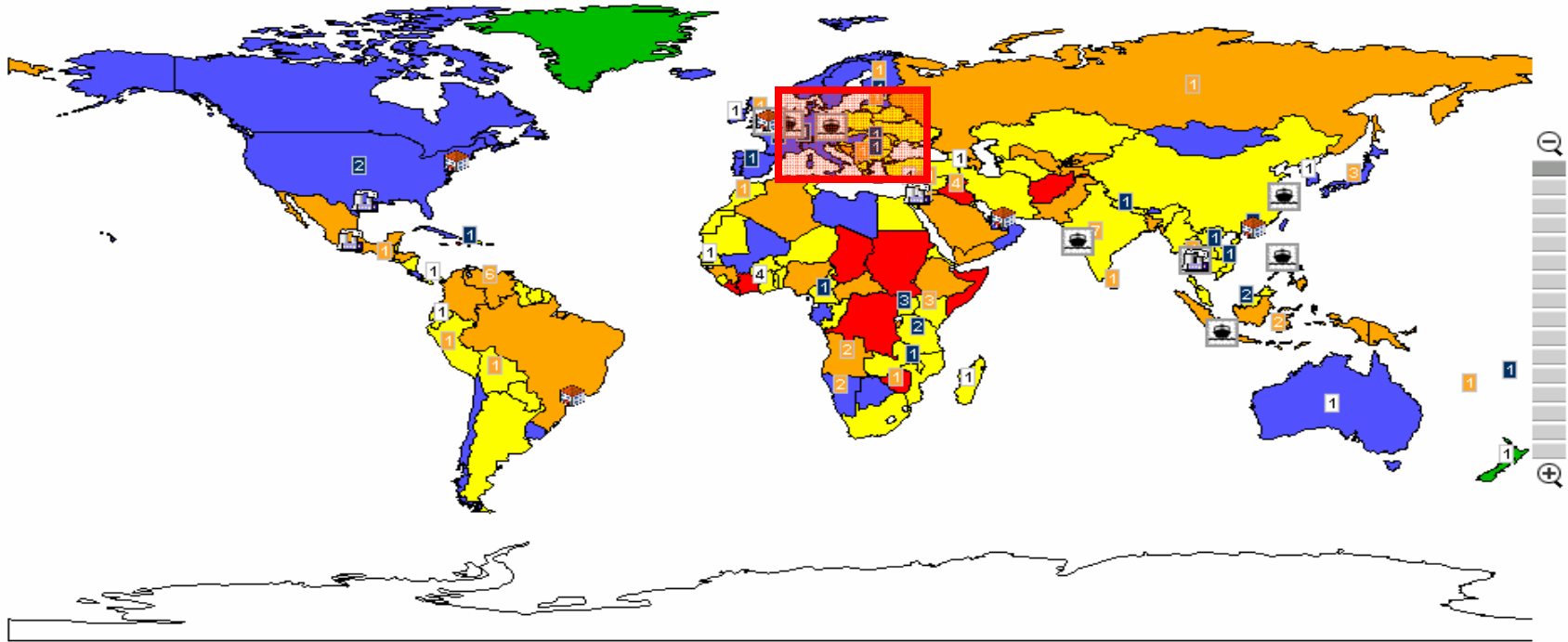
Russia/CIS: **33**

S. Pacific/Oceania: **19**



Risk Assessment

WORLD MAP



Lat:

Lon:

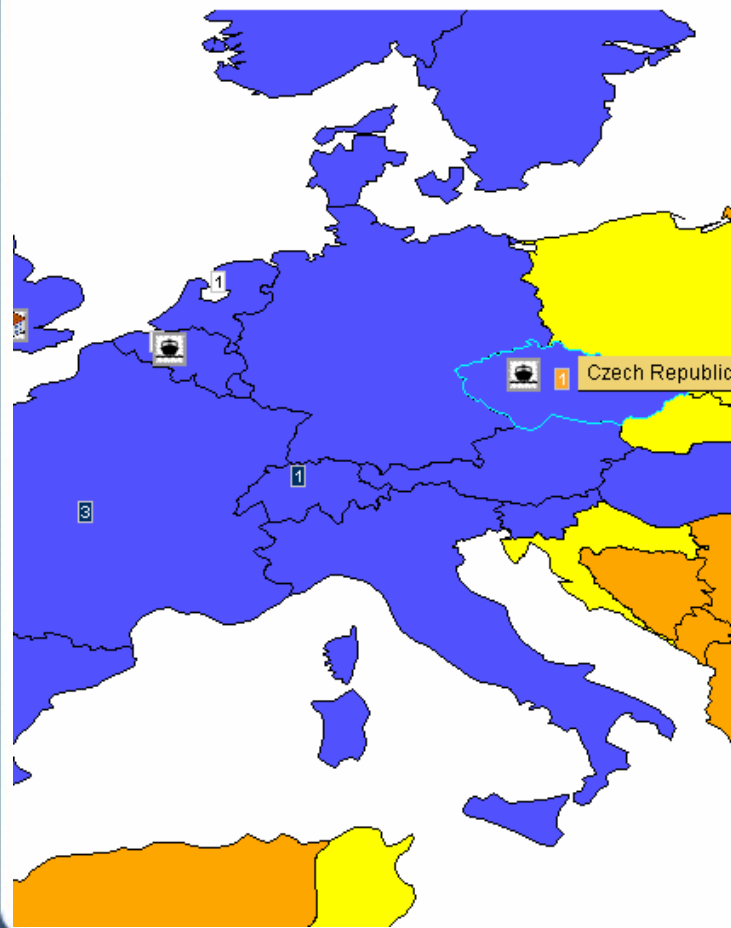


Map: CSAR



Monitor Threats

WORLD MAP



Travelers

My Places » Worldwide (Public)

ALERTS

KEY: **C** Critical **W** Warning **I** Information **SR** Situation Reports

Show Filters

- C9/23/06 12:28 GMT** **Warning** **Terror Attack Warning - Prague, Czech Republic**
Prague
Czech security services issue warning of possible terrorist attack in Prague Sept. 23. Expect increased police presence and document checks; exercise caution.
- C9/23/06 08:50 GMT** **Warning** **Bombing in Sadr City Sept. 23 - Baghdad, Iraq**
Baghdad
Bomb explodes Sept. 23 in eastern Baghdad's predominantly Shia' Sadr City neighborhood; as many as 26 people killed.
- C9/22/06 11:55 GMT** **Warning** **Military Coup Update 4 - Thailand**
Thailand
UPDATE 4: Police erect checkpoints Sept. 22-23 on Surin Province roads to block anti-coup protesters from entering Bangkok, Thailand.
- C9/22/06 10:21 GMT** **Warning** **Civil Unrest - Cote d'Ivoire**
Cote d'Ivoire
Ruling Ivorian Popular Front calls for the withdrawal of French peacekeepers and the dissolution of the GTI; tensions likely to increase.
- C9/22/06 10:10 GMT** **Warning** **Presidential Elections Update 2 - Yemen**
Yemen
UPDATE 1: Yemen opposition rejects election results Sept. 22. Violent civil unrest is possible in the short term. Avoid political rallies.

Identify Exposure

The screenshot displays a software interface with two main windows. The background window, titled "ALERTS: DETAIL", shows an alert for a "Possible terrorist attack in Prague" on Sept. 23. It includes a "Contact Traveler" button highlighted with a red box. The foreground window, titled "WORLD CUE" and "POWERED BY iJET", shows a list of employees impacted by the alert. The list contains the name "Quentin Norton". To the right of the list are three buttons: "SELECT TRAVELERS", "REMOVE TRAVELERS", and "VIEW TRAVELER". Below the list, the "SUBJECT" field contains "Possible terrorist attack in Prague" and the "MESSAGE" field contains a text message starting with "Quentin,".

ALERTS: DETAIL

SEND FEEDBACK

Contact Traveler

WORLD CUE POWERED BY **iJET**

You have 1 employees that may be in location(s) impacted by Terror Attack Warning - Prague, Czech Republic

Location(s) affected by this Alert: Prague

This alert began 09/23/06 12:28 GMT and is scheduled to expire 09/24/06 23:59 GMT.

Quentin Norton

SELECT TRAVELERS

REMOVE TRAVELERS

VIEW TRAVELER

SUBJECT:
Possible terrorist attack in Prague

MESSAGE:
Quentin,
We have just received news of a possible terrorist attack in Prague. Please be on heightened alert if

Done

Real-Time Threat Assessment

THREAT EXPOSURE

KEY:  = All alerts are not reviewed.

[Refresh](#)



CSAR (COUNTRY SECURITY ASSESSMENT RATING)

ALERT TYPE	5 VERY HIGH	4 HIGH	3 MODERATE	2 LOW	1 MINIMAL	N/A	TOTAL
Critical 	0	0	0	0	0	0	0
Warning 	0	7 	0	0	0	0	7
Informational 	0	1 	0	2 	0	1 	4
N/A	0	44	26	131	1	20	222
TOTAL	0	52	26	133	1	21	233

Threat to Asset

https://worldcue.ijet.com - Worldcue(R) : Critical Alert Detail - Microsoft Inte...

UPDATE 13: Hurricane Katrina makes landfall near Louisiana-Mississippi border. Expect severe flooding, wind damage and long-term impact.

Locations affected by this alert: **New Orleans, LA, Nashville, TN, Birmingham, AL ^, Chattanooga, TN ^, Jackson, MS ^, Knoxville, TN ^, Mobile, AL ^, Shreveport, LA ^, Tallahassee, FL ^, Pensacola, FL ^**

This alert began 08/29/05 15:53 GMT and expired 08/29/05 21:58 GMT.

UPDATE 13 to Aug. 27 alert:

Officials downgraded Hurricane Katrina to Category 2 at 1200 CDT Aug. 29, but its strength is fluctuating and it remains very dangerous. The storm's eye made landfall near the Louisiana-Mississippi border Aug. 29 as a Category 4 storm. The southern coasts of Louisiana, Mississippi and Alabama are under a state of emergency and experiencing hurricane-force winds (in excess of 74 mph/119 kph). Sustained winds of up to 125 mph (201 kph) are being experienced near the center of the storm. Central and northern Alabama and Mississippi is likely to sustain severe damage and flooding as the storm moves slowly north. Heavy rains and flooding north along the to Ohio will occur over the next 36-48 hours.

At 1000 local time Aug. 29, Katrina was centered about 35 miles (56 km) east-northeast of New Orleans near the mouth of the Pearl River. Katrina is moving north at 16 mph (26 kph); this general track is expected to continue for the next 24-36 hours. Officials in New



Done Internet

Geocoded Assets

The screenshot displays a satellite map of New Orleans, Louisiana, with a context menu open over a location labeled "New Orleans HQ". The menu items are:

- Alert Details
- Assets Affected by Alert
- Traveler Details
- Asset Details** (highlighted)
- Alerts Affecting Asset
- Assets/Alerts within 10km
- Assets/Alerts within 50km
- Assets/Alerts within 100km
- Assets/Alerts within 500km
- Asset Track
- Asset Track History
- Country Risk Chronology
- Executive Country Summary
- Country Overview
- Copy Lat/Long

At the bottom of the map interface, the following information is visible:

- Lat: 29.95
- iJET Alerts: 0
- Rating Values: 1 = Minimal, 5 = Very High

The map interface includes standard navigation controls such as a home button, a compass, a hand icon for panning, a search bar, and a map style selector set to "Satellite".

Asset Information

Edit Asset

General

Documents

Asset Name :

Document Type	Required	Document Name
Floor Plan		Office Floor Plan
Evacuation Protocol	✓	Evacuation Protocol
Business Continuity Plan	✓	Continuity Plan
Emergency Preparedness	✓	Sample Plan
Employee Documentation	✓	Add Content
Test Document Type	✓	Add Content



OPEN OFFICE ENVIRONMENT TYPICAL FLOOR PLAN
 USABLE AREA - 16,274 sq.ft.
 RENTABLE AREA - 33,402 sq.ft.

- WORKSTATION (8x6) 29
- EXECUTIVE OFFICES (21.6x14) 5
- CONFERENCE ROOM (22 PEOPLE) 2
- MEETING ROOMS (10 PEOPLE) 2
- MEETING ROOMS (8 PEOPLE) 2
- BREAKOUT AREAS 2
- SERVICE STATIONS 2

Emergency Management Guide for Business and Industry

A Step-by-Step Approach to Emergency Planning, Response and Recovery for Companies of All Sizes
 FEMA 141/October 1993

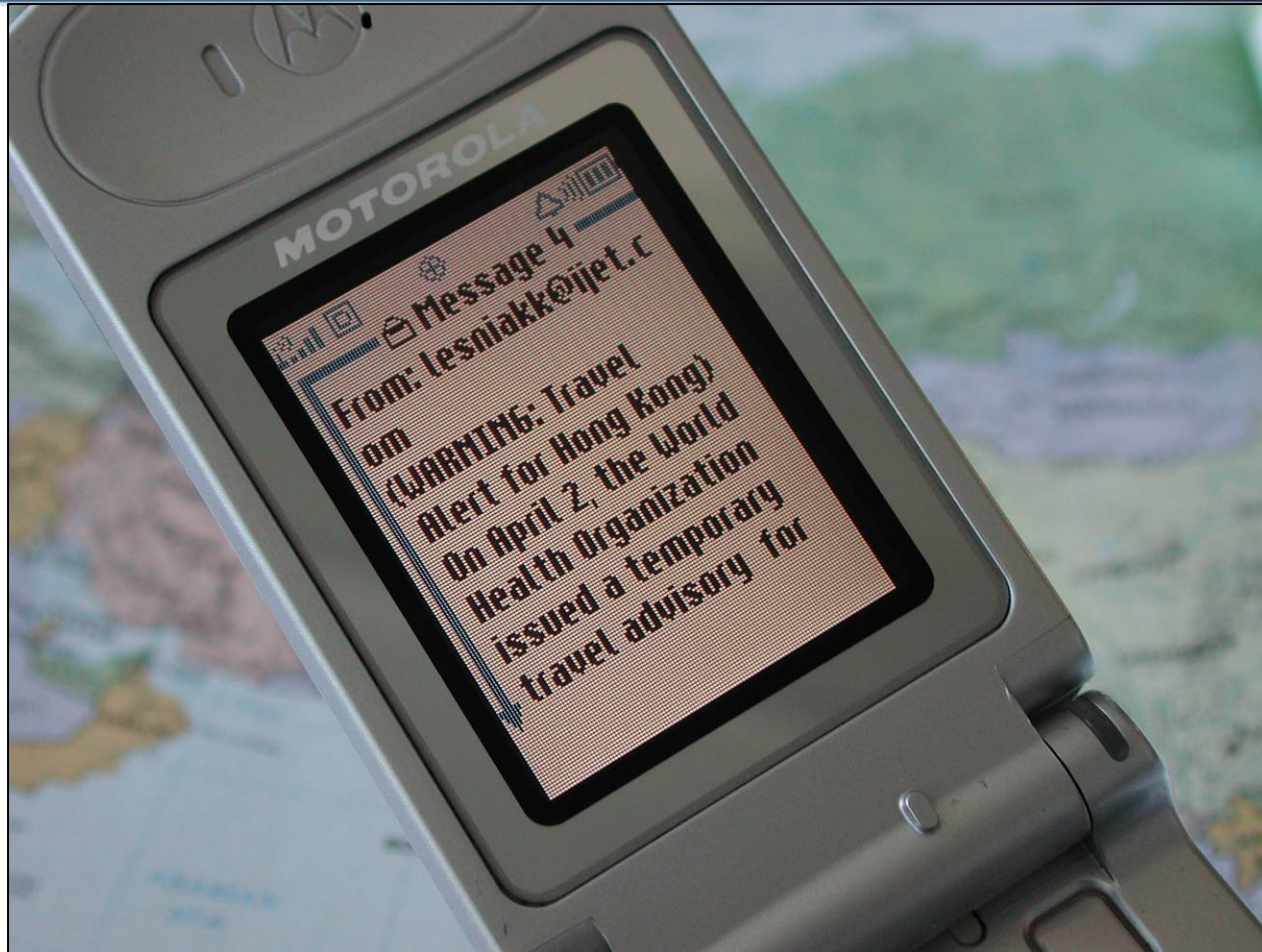


Continuity Plan.

This is a sample plan for Emergency Preparedness.

/2005

Communication



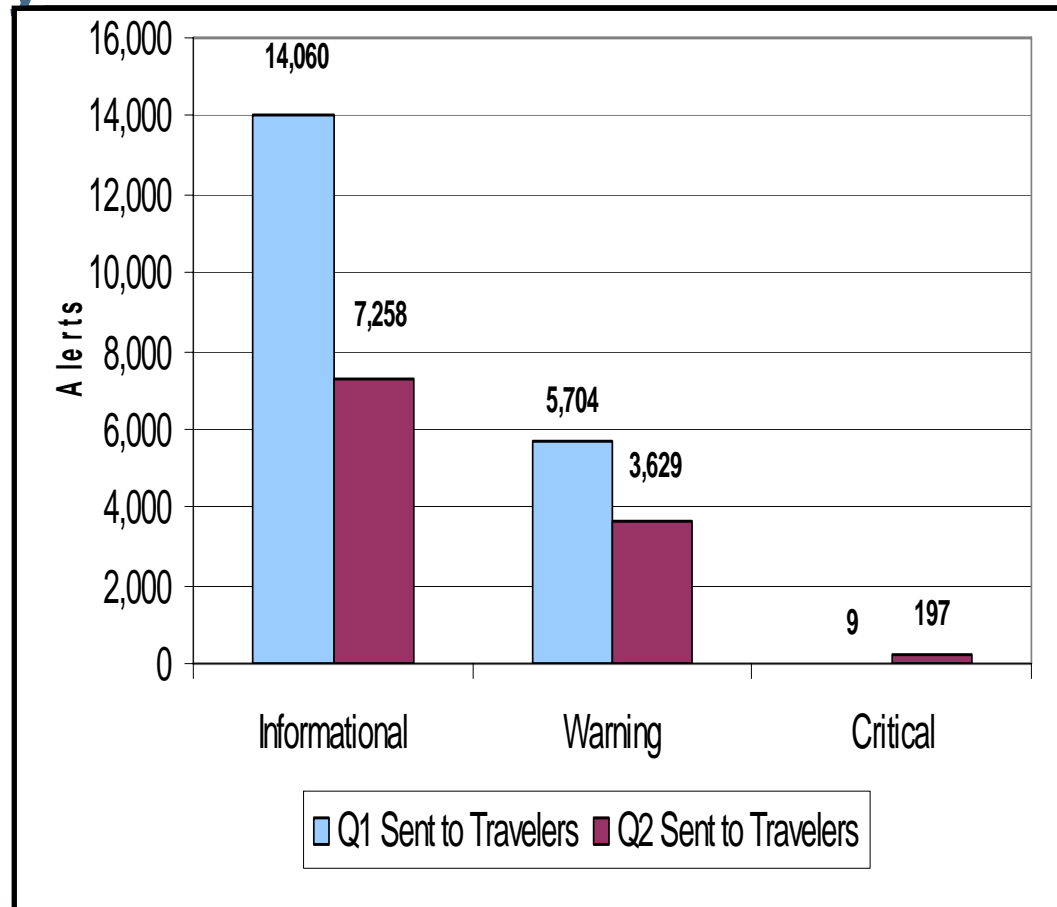
Auditable Records

Employee Trip History

Notification History

Incident Reporting

Trend Analysis



Improved Time to Respond

Mitigation ROI



Sample iJET Clients



Booz | Allen | Hamilton

NORTHROP GRUMMAN



TOMMY  HILFIGER



GENERAL DYNAMICS



Prudential  Financial



Summary

Travel risk from threats such as terrorism, hurricanes and infectious disease continues to rise. Preparation is essential

- Preparedness plan
- Monitoring system
- Infrastructure for decision-making & communication
- Contingency plans for evacuations

Tools combined with common sense offer greatest protection for organizations

Questions?





Thank you!