

# **Safety and Security at Healthcare Congresses**

**A Crucial Area of Risk Management**

**RISK MANAGEMENT**

**Section A: Introduction**

**Section B: An overview of responsibilities at Healthcare Congresses**

**Section C: Risk Management**

**Section D: Crisis (Contingency) Management**

**Section E: Useful checklists**

**Section F: Further information and acknowledgements**

**Endorsed by**

**HCEA Healthcare Convention & Exhibitors Association**

**IAPCO International Association of Professional Congress Organizers**

**IPCAA International Pharmaceutical Congress Advisory Association**

**April 2004**

## Section A

### Introduction

Congress Security (as a part of Risk Management) is not a new phenomenon. Safety has been an important factor for consideration in the organization of any and every event, be it a small exhibition, a conference of 100 delegates, a mega-medical event or an international conference attracting thousands of participants. It has often been a variable factor in the consideration of organizers in the past, but today, it has taken a new dimension, not only because of political developments in recent years but also because of other phenomena such as global warming (resulting in adverse weather affects), globalisation and the increased pressures and pace of the daily workplace.

This guideline document is designed to assist all those in the Medical Meetings Industry, with special emphasis on the Medical Societies, the Organizers, the Corporate Sponsors and the Exhibitors whilst embracing all others involved in the organization of events.

Event Organizers and all those involved have various 'safety' duties, known collectively as **duties of reasonable care**, when planning any activity or special event where there is an element of risk present. These are:

- To investigate all aspects of the event (including safety and security) and act accordingly
- To inform and warn participants of known risks
- To plan for the safety and well-being of every participant
- To ensure participants are not subjected to unreasonable risks or harm

## Section B

### An overview of responsibilities at Healthcare Congresses

#### DEFINITIONS

The word **security** has many meanings but in general terms **security** is something that gives or assures **safety**, whether personally or for a business, ranging from measures to prevent crime such as burglary, fraud, assault, computer hacking to measures to prevent accidents or to minimise the effects of unforeseen events such as fire or acts of terrorism. International and national healthcare congresses involve many people and have a significant impact on the city in which they are held. This document seeks to address the actions that need to be taken to allow everyone involved in such congresses to participate safely and securely.

The word **risk** is broadly defined as the possibility of suffering harm or loss. **Risk Management** means identifying possible risks and more importantly analysing the potential of each risk so that the more significant risks (often related to safety and security) can be managed on an on-going basis. **Risk** is also defined as uncertainty contained in plans and the possibility of something happening (i.e. crisis/contingency) that can affect the prospects of achieving business or project goals. Such crises/contingencies often threaten safety and security. **Risk Management** in this context means putting the procedures in place that will reduce the effects of the crisis/contingency or that will ensure that any effects are managed and/or minimised.

Medical Society	The host of the Congress whose responsibility it is to produce the Event
PCO	The Professional Congress Organizer appointed by the Medical Society for consultation to, and for the organization and management of, the Event
Organiser	This could be the PCO or the in-house organizer of the Medical Society or Sponsor Event Team
Event	Medical or Healthcare Congress or Event, hosted by the Medical Society, organized either by the Medical Society or the PCO, supported by the Corporate Sponsors
Corporate Sponsor	The Corporate or Healthcare Company which is supporting the event by way of sponsorship or exhibition
Sponsor Event Team	The in-house organizing department of the Corporate Sponsor whose responsibility it is to organize the participation of the Corporate Sponsor
Suppliers and Contractors	The companies engaged by either the Medical Society, the PCO or the Corporate Sponsor to provide goods, services and supplies for the mounting of the Event
Venue	The Conference Centre or Hotel in which the Event will take place
Delegate	Those persons registering for an Event attending the scientific sessions and associated programs
Participants	Those persons including Delegates, Exhibitors, Accompanying Persons and all other personnel who are attending the Event
Exhibitor	Those persons involved in the exhibition either as Stand Personnel or Suppliers
Organizer's Health & Safety File	The file compiled by the Organizer containing all on-site information in relation to security, health and safety and risk management

## KEY ISSUES

### **Venue selection:**

Delegate safety and security should always be considered when selecting a venue. In addition, ease of access, both by Participants and by the Organizers and Suppliers, as well as the importation of goods, should be taken into account.

### **Liability:**

Responsibility for the safety of all parties concerned in a medical congress contains a number of 'grey' areas as to where liability falls, but this still needs to be addressed.

### **IT:**

With the collection of delegate details on computers and on-line registration, Medical Societies, their Organizers (PCOs) and their Suppliers must be aware of the potential for both loss of data and for hacking into databases and the abuse of this information.

### **Data Protection:**

There are strict rules worldwide for data protection that must be observed.

### **Fraud and Financial Control:**

Medical congresses cost significant sums of money and Medical Societies have the same responsibility as any commercial operation to ensure the security of these funds and for the regular audited tracking of allocated expenditure.

### **Confidentiality:**

Confidentiality is a major issue and can affect many different areas within the boundaries of the meetings industry. Special attention should be paid to obtaining permission from speakers and/or companies for the publication and/or disclosure of material to be presented at the Event.

## RESPONSIBILITIES

At any congress there is a significant area of shared responsibility as well as the sole responsibility of an individual party.

### **Medical Society:**

Medical Societies owe a 'duty of care' to all participants attending the Congress that is being held in their name as a result of which they have a responsibility for the safe conduct of the Congress and should carry insurance to cover any liabilities that may arise. This responsibility can be transferred in some part to the PCOs and the Venue.

### **Convention Centres/Venues/Hotels:**

The legal obligations of the Venue where the Congress is being held will typically be clearly laid out. These should include structural integrity, availability and signage of fire exits, established emergency evacuation procedures, security for participants and any material brought into the Centre (e.g. exhibitions). Venue contracts enable Organizers to understand their role and define the degree of risk. Venue contracts always impose terms and conditions upon the Organizer and it is the Organizer's duty to study and understand them.

### **PCOs and Suppliers:**

The appointed PCO and their suppliers may be perceived as assuming responsibility for safety and security from the Medical Society whose Congress they are organizing. The fine details of this must be clearly established in any contract. The Venue will impose, by way of their contract, responsibilities upon the Organizer. It is therefore prudent for the Organizer to pass the responsibility down to the Delegates, the Exhibitors, the Contractors and the Corporate Sponsors as appropriate.

### **Corporate Sponsors:**

The Corporate Sponsor is responsible for any independent corporate sponsored activity which they may undertake. The Corporate Sponsor must take responsibility as appropriate and in accordance with respective corporate guidelines which define the scope of responsibility for identified initiatives.

### **Food & Beverage Providers:**

The provider and server of food are liable in the event of food poisoning. The Venue has a responsibility to ensure the highest standards of cleanliness are associated with the food and beverage service.

### **Exhibitions:**

Whilst the Organizer will take responsibility for the organization of the Exhibition (access, exit, set-up, order of construction), the Exhibitors are responsible for all activities conducted on their stand, for example, hazards of exhibited machinery, the integrity of the stand itself, and the actions of their employees (personnel). The Organizer remains responsible for all common areas, for example, aisles and lounges.

Organizers cannot be held directly responsible for the actions or lack of action of their Exhibitors or the Exhibitors' Contractors, but they are responsible for requesting proof that the Exhibitor and their Contractors will ensure the stability of stands and structures. It is the Exhibitors' responsibility to define the exact areas of responsibility between themselves and their Contractors prior to coming on site and to check that their Contractors are competent and will work in a safe manner. Contractors, if engaged on the stand, are responsible for the safety arising from the stand building such as working at height, electrical work, lifting operations. The Contractors must ensure the safety of any persons that their work practices affect, including those on adjacent stands.

### **Participants:**

All human beings have a free will and it has to be borne in mind that on occasion they will not follow the advice and sensible precautions offered by Organizers. Participants have a responsibility for their own safe conduct being aware of the 'normal risks of life'.

## Section C

# Risk Management

There is a moral responsibility on Medical Societies, their Organizers, Suppliers and participating Healthcare Companies for the safety and security of the Participants. In addition, there are significant commercial risks involved in any Congress. Before each event it is essential to be aware of all possible risks, to prioritise them and to have considered realistic responses. In other words, it is essential to **assess the risk** and, as a result of the assessment, to **manage the risk**.

Types of hazards can be defined broadly into three types:

### Man-made risks including:

- Travel (airline, local – bus & taxi)
- Financial or trading risks
  - When your ability to trade is stopped
  - Fraud or theft
  - Insolvency by suppliers
  - Budget over-run
- Health
  - Food poisoning
  - Noise control
  - Pollution
  - Epidemics
  - Health control
- Safety and security matters
  - Lack of adequate crowd control
  - Unsafe audio visual equipment
  - Inadequate fire fighting facilities
  - Inadequate VIP protection
  - Inadequate exhibition security management
  - Lack of staff training
  - Poor planning
  - Unstable environment (e.g. war)
- Management failure
  - Professional negligence
  - Failure of directors, officers or staff to carry out their duties
- Labour disputes

### Natural risks including:

- Weather
  - Bad weather preventing travel
  - Unsuitable structures for open air events
  - No allowances made for extremes of temperature
  - Pollution factors not anticipated
- Natural disasters
  - Tornado and hurricane seasons
  - Floods
  - Earthquakes
  - Forest fires

### Political risks including:

- Political change
- Protocol, ignorance of
- Terrorism, deliberate acts aimed at the Event or individual participants
- Copyright issues
- Government action, such as taking over venues or aircraft at short notice
- Visas
- War or acts of violence
- Regulatory changes (e.g. Italy)

## RISK ASSESSMENT

Before one can manage a risk, the risk must be identified and the level of risk assessed.

- Identify the risk (any activity which may cause harm or loss).
- Decide who or what could be impacted upon if the risk happens, for example the workforce, the participants or the company.
- Decide the likelihood of the risk happening and the severity of the impact.
- Assess or quantify the risk. Simple quantifying techniques make use of scores (e.g. 1 – 10) and/or categories (e.g. high, medium or low). Simple charts can also be useful (see below for one example of such a chart).
- Record the findings and monitor/ review the risks throughout the project.

<b>The Risk</b>	Risk	<p>The risk is the occurrence to be assessed; it might for example be:</p> <ul style="list-style-type: none"> <li>• Fire at the Conference Centre</li> <li>• Installing electrics at the exhibition</li> <li>• Installing rigging on the stage (<i>worked example, see opposite</i>)</li> <li>• Tripping over loose cables or insecure carpet</li> <li>• Stand walling falling over and causing injury</li> <li>• Food poisoning</li> <li>• Health Risks (e.g. SARS)</li> </ul>
<b>The Severity of the Risk</b>	Multiple death	Where an occurrence takes place that results in the death of more than one person
	Single death	Where an occurrence takes place that results in the death of one individual
	Major incident	Where an occurrence takes place that could be considered as major, for example multiple injury or damage
	3-day incident	Where an occurrence takes place that gives rise to a disruption over a number of days, such as a fire or strike
	Minor incident	Where an occurrence takes place which has only minor repercussions, such as an injury, damage to equipment or theft
	No risk	Where there is no risk of any occurrence
<b>The Likelihood of the Risk</b>	Certain	Where the occurrence has happened before and is <b>expected</b> to happen again on this occasion
	Very likely	Where the occurrence has happened before and is <b>very likely</b> to happen again on this occasion
	Probable	Where the occurrence has happened before and is <b>likely</b> to happen again on this occasion
	Possible	Where the occurrence has happened before and <b>might happen</b> again on this occasion
	Unlikely	Where the occurrence has been known to happen before but it is considered <b>unlikely</b> for it to happen again
	Very unlikely	Where the occurrence has never happened before and there are <b>no reasons</b> to suppose that it might happen on this occasion

RISK ASSESSMENT CHART							
		Severity of the Risk					
		Multiple Death	Single Death	Major Incident	3-day Incident	Minor Incident	No Risk
Likelihood of the Risk	Certain	100	80	60	40	20	10
	Very Likely	80	64	48	32	16	8
	Probable	60	48	36	24	12	6
	Possible	40	32	24	16	8	4
	Unlikely	20	16	12	8	4	2
	Very Unlikely	10	8	6	4	2	1

**Key**

- Level of risk is unacceptable
- Level of risk may be tolerable. Seek to reduce the level of risk
- Level of risk is acceptable

**An example of using this chart might be as follows:**

*Take the case of rigging from the roof of a stage.*

In the event of an accident and the rigger falls, the **severity** of the accident would possibly be a **single death**. Hence you are looking at the second column along, headed 'single death'.

Now you must consider the **likelihood** of such an accident happening. Choosing from your range of options, it is **possible** that it will happen, being neither unlikely nor probable.

Hence for this risk assessment you are looking at 32% risk and in the colour range mid-pink, which indicates (see key) that whilst the level of risk is tolerable, you should make every effort to reduce it.

In order to try and reduce the risk you might, for example, instruct that a safety harness must be worn; that the driver of the hoist vehicle must be present at all times when someone is aloft; that protective headgear must be worn etc.

This is taking the necessary action to reduce the risk, and if you re-assessed the situation, the likelihood of a death occurring would have dropped into very unlikely – that is the pale pink section indicating that the level of risk is acceptable.

## RISK MANAGEMENT

Having assessed the risks, Organizers can protect themselves and their Event/Organization by 'managing', at the very least, the significant risks by:

- Avoiding the risk wherever possible.
- Transferring the risk to another more appropriate party e.g. a security company.
- Assume some of the risk (when avoidance cannot be avoided or transferred) and seek to minimise it. This will involve drawing up action plans and having procedures in place to ensure that the likelihood of risk is reduced or its effects are managed and/or minimised.
- Insuring against risk that cannot be avoided, transferred or assumed.

## INSURANCE

Some or many of the Risks can be covered by insurance, specifically insurance of the Event itself, where different levels of insurance can be accommodated.

Legal Liabilities	This element of insurance, and the most essential, covers Employer's Liability, Public Liability and Product Liability
Cancellation or Abandonment	This is generally due to <i>force majeure</i> such as adverse weather, fire, strike or other activity which forces the cancellation of the Event beyond the control of the Organizer
Enforced Reduced Attendance	Covers cancellation through an enforced reduced attendance used mainly when the Event is vulnerable to transportation delays or strikes
Non-appearance of Speakers	In the circumstance that an event is dependent upon one or more individual speakers and these speakers fail to appear insurance cover would provide for the refund of registration fees
Failure to Vacate Facility	In the circumstance that either the previous occupier at the Venue does not vacate the premises, or indeed you are unable to vacate at the end of the Event, there would be insurance cover for additional costs
Physical Damage to Property	Where damage has occurred at the Venue or in transit outside the control of the Organizer, subject to certain limitations, insurance cover would make good the damage
Travel Insurance	This can cover Personal Accident Liability, resulting in death, loss of limb or permanent disablement; medical and emergency travel expenses and personal liability
Money and door registration receipts	Cover against theft either at the Venue or en-route to, or from, the bank whilst carrying money or if contained in a locked safe
Exhibitors	Exhibitors should have insurance on their individual stands and would thus be protected against their own cancellation, property and legal liabilities risks
Professional Indemnity	Organizers and Corporate Sponsors should hold Professional Indemnity insurance to protect themselves and their staff for Errors & Omissions causing loss or injury to others

The above list is not exhaustive and in all cases is subject to circumstance at the time of application, affected by climate, political conditions, venue, subject matter and history of the Event.

At all times, details of insurance cover should be readily available to all parties involved in the organization of the Event; inadequate cover could have catastrophic implications and is the responsibility of all.

## Section D

# Crisis (Contingency) Management

A crisis might be defined as an occurrence that threatens to prevent the Event from meeting its goals and objectives. When, despite the risk management procedures, a crisis occurs the Organizer must take control of the situation to minimise any danger to the Participants and protect the integrity of the Event. Pre-planning is essential, and a Crisis Management Team may need to be formed depending upon the level of risk assessed in relation to an individual event. It may well be the assessed risk of pressure groups (see below).

### Crisis Management Team

The objective of a Crisis Management Team is:

- To provide and maintain a safe environment for all Participants.
- To ensure that all staff are familiar with the safety procedures.
- To safeguard the Venue, the Medical Society, the Corporate Sponsors and the Organizer's reputations in any eventuality.
- To facilitate rapid recovery and continuity.
- To ensure effective communication with all parties.
- To form a Crisis Management Plan.

When formulating a **Crisis Management Plan**, the following should be considered:

- **Data policy:** who has access to the data; technical back up for computerised data; paper copies in case of power failure.
- **Response Policy:** definitions of disruption used to activate different levels of response; different level teams; manpower details; who is responsible for what actions; chain of command; reporting chain.
- **Communication Plan:** names; photographs (if possible); contact details of all invited Delegates, Staff and Suppliers; phones number of all agency personnel; emergency contact details.
- **Media policy:** designated press and media contacts.
- **Links with emergency services, security and law enforcement agencies:** joint meetings; inspection visits; exchange of information.
- **Insurance cover:** medical; loss; damage.
- **Special equipment details:** what; where.
- **Escape routes:** maps, diagrams including personnel escape routes.
- **First Aid:** trained First Aid and Cardiopulmonary Resuscitation (CPR) staff.
- **Meeting points:** Designated meeting points in case of emergency.
- **VIPs:** extra precautions; liaison with Venue and Organizers.

### Pressure/Activist Groups:

Organizers should be aware that every detail from Programme to Speakers to Corporate Sponsors are listed on the Congress website and that pressure groups are very sophisticated in their use of this information. The activities of pressure/activist groups can be very disruptive and a considered view should be taken well in advance of the Event as to how to deal with them.

## Section E

# Useful checklists

The following checklists are not intended to be definitive, rather helpful guides.

### CHECK LIST FOR ORGANIZERS

*[PCO, In-House Organizer of Medical Society or Corporate Conference Department]*

It is the responsibility of the Organizer to monitor the position, make the necessary assessments and to take the appropriate measures to enable Standard Operation Procedures (SOP) to be established.

#### 1. Monitoring Information

- Assess the risks (risk analysis: for the meeting, for individuals).
- Monitor the risk position (ongoing).
- Identify sources of information on threats and risks e.g. police, security services, websites, newspapers.
- Take appropriate measures for damage prevention and for reducing the possibility of damage.
- Undertake crisis management measures.
- Take responsibility for:
  - Identifying the responsible parties (PCO, Medical Society, Venue, International Association, Corporate Sponsor, local authorities in the host city such as the police).
  - Identifying and appointing responsible representatives from each party and briefing all staff who will work on site at the event.
  - Draw up measures and processes.
  - Listing all rules to cover emergency situations.
- Prepare an information flow:
  - Create an action plan about who does what, and to whom to report in case of an emergency situation, looking at:
    - Other organizations who need to be included.
    - Evacuation system check.
  - Ensuring a simple, manageable, efficient and panic-proof design.
  - Providing it in English plus the language of the host nation.
  - Staff briefing.
  - Other organizations who need to be included.
  - Emergency drill by the appointed responsible representatives.
  - Security enhancement awareness.

#### 2. Administration Pre-Event

- In the office all computerised data to be backed up automatically and back-ups to be removed from the premises on a daily basis.
- On site all data to be carried on more than one laptop that is password protected. To protect against sustained power failures paper copies of all delegate, exhibition and accommodation data should be kept up to date.

### **3. Strategies and Operations on-site**

The following strategies and operations need to be considered in the light of the security requirements of the Event:

- Have a security check of the premises every morning prior to the sessions by the appointed security guards.
- Appropriate 24-hour security.
- Ensure maximum screening of those who enter the premises utilising official surveillance measures, for example, security staff, video cameras at entrances and exits (including basements), inspection of equipment such as laptops, cameras, mobile phones.
- Enforce restriction of entry.
- Distribute to, and check badges of, all staff and attendees with an ID check and ensure that lost or forgotten badges are monitored. If appropriate use photo IDs, radio frequency chips in ID badges, bar-coded badges etc.
- Ensure close co-operation with police, security services, security staff, fire brigade, first-aid/ medical services etc.
- Reflect risk management costs in the budget.
- Highlight information about the crisis management plan in the exhibition/sponsorship prospectus and, where appropriate, in delegate packages.
- Ensure clear and easy-to-understand directions for exits.
- Undertake an emergency call system check
  - In case of partial failure under pressure
  - Check that it does not interfere with speaker communications.
- Agree on a meeting point to assemble in the event of an emergency and discuss in advance the chain of command for emergency decision-making.

### **4. Safety Checklist**

- Appoint a competent person to handle security and health and safety measures.
- Review the accident statistics and/or security breaches with the Venue.
- Consider specific Venue regulations regarding security and safety.
- Design the overall floor plan and Venue usage and obtain approval from the appropriate authorities.
- Undertake a Risk Assessment for the Event.
- Notify all parties of any undue hazard resulting from the Risk Assessment.
- Compile the Organizer's Health and Safety File.

# CONTINGENCY CHECK LIST FOR THE SPONSOR EVENT TEAM

## Business Continuity

It should be an objective of any contingency plan to allow the project and business to pass through any crisis as seamlessly as possible, this will require detailed Standard Operating Procedures (SOPs) to be established which are followed as a matter of course.

Although the detail and emphasis will vary from company to company the following are basic suggestions for SOPs:

- In the office all computerised data to be backed up automatically.
- On site all data to be carried on more than one laptop that is password protected. To protect against sustained power failures paper copies of delegate and hotel lists should be kept up to date.
- More than one member of the Sponsor Event Team to be able to access and comfortably manipulate the data.
- The Sponsor Event Team to be aware of the Corporate Sponsor's 24-hour emergency telephone number.
- The on-site contact details to be provided to the home-based emergency team to enable them to contact the Sponsor Event Team.
- A defined method of communication cascade should be agreed (and names updated at six monthly intervals) so that in the event of a disaster the appropriate people (including Press Relations) can be alerted.
- In the case of an incident on site, only one member (with a nominated deputy) of the Sponsor Event Team should be authorised to talk to the press. All other members of the Corporate Group, as a matter of course, should be instructed to decline to comment on any press enquiries and to pass all enquires to the nominated press contacts. This applies equally to commercially sensitive information.
- The Sponsor Event Team should make every effort to obtain photocopies of the photograph page of the passport of each of their invited delegates. As this information is confidential it may be held securely at the Corporate Sponsor's home office but in the case of a disaster access to this information is critical and potentially life saving.
- Either the Sponsor Event Team or the equivalent in the host subsidiary company must maintain and have readily accessible emergency contact details. This should include names and contact details of all invited delegates, staff and agency personnel who are participating in the Event.
- Members of the Sponsor Event Team should be trained (and retrained on a regular basis) in the basis of First Aid and Cardiopulmonary Resuscitation (CPR).
- All on-site members of the Sponsor Event Team should be aware of the location of the nearest hospital Accident & Emergency unit and ensure that should the need arise the Venue can provide rapid access to a suitably qualified doctor.
- Organizers should ensure participation of a security health and safety enforcement representative in the planning and site inspection for the Event to ensure all parties are aware of emergency plans already established by the Venue.
- All on-site staff should agree on a meeting point to assemble in the event of an emergency and discuss in advance the chain of command for emergency decision-making.

## CHECK LIST FOR ALL PARTICIPANTS

The following tips can be provided to all Participants by the Organizers to minimise risk and liability:

- Consider and plan your transportation well in advance from home to airport/ground transfer to hotel.
- Be sure you have the appropriate visas before you travel; airlines are liable to fines if they let you travel without a visa and will hence not allow you to board the aircraft.
- Purchase insurance for yourself and your belongings, including cancellation.
- Ensure that your office or family know of your itinerary and where you are staying.
- Leave a copy of your passport in your office or at home.
- Keep a list of the credit cards you have with you with your office or at home. Ensure that you have the number to contact to cancel your credit cards should they be stolen.
- Have your medical insurance information with you to speed up medical care procedures, and bring spare medication with you if you are on medication.
- Use travellers cheques instead of carrying a lot of cash.
- Do not carry tools or sharp objects in your hand luggage.
- Do not leave luggage unattended.
- Use shuttle buses provided by the Organizers wherever possible, or official taxis. Do not use 'gypsy' cabs.
- Stay at reputable hotels, preferably booked through the Organizer/PCO, the official agent or Corporate Sponsor.
- Do not give your key or room number to anyone; do not put your key down on a restaurant table, bar or at the pool (especially if it is a numbered key rather than a key card).
- Retain and then destroy your room key card when checking out of your hotel as this contains your credit card details and other personal information.
- Do not leave valuables, including business documents, in your room. Use the hotel safe or the safe in your hotel room (noting that hotels do not accept liability for goods contained in your room safe).
- Keep your passport with you or in the hotel safe.
- Read the fire instructions on the back of your hotel door.
- Carefully note where fire exits are located and be sure that they are not blocked by trolleys, trays or other items.
- Never use an elevator during a fire, use the stairs.
- Keep your room key next to your bed or place it on the floor near the door; take it with you during emergencies, you may need to return to your room.
- Carry something about your person which identifies the hotel in which you are staying, in the event of an emergency should your wallet or personal belongings be stolen, for example, a box of matches containing the hotel name.
- Do not wear your badge or carry identifiable congress material outside of the Event.
- Avoid wearing 'flashy' jewellery.
- Wear clothing and shoes that are appropriate for various weather and working conditions. Comfortable shoes are important if you plan to be on your feet a lot at the Event.
- In appropriate countries, check which drinking water is safe.
- If food looks, tastes or smells bad or has been un-refrigerated for a long time, then avoid it.
- Familiarize yourself with your Organization's travel policy; especially as it pertains to automobile insurance, auto accidents, reporting of lost or stolen credit cards or reporting of injury.

## CHECK LIST FOR EXHIBITORS

### Exhibitors – Planning and Construction

The question of Risk Assessment is particularly relevant to the mounting of exhibitions, as this element of an Event carries the greatest danger to safety (as opposed necessarily to security).

A Risk Assessment is required if the following will occur:

- Any hazard of moving exhibition components on the stand.
- Any live demonstrations or event involving members of the public.
- Any significant construction on the stand.
- Where staff, regardless of experience, may come into contact with other hazardous areas of the exhibition.

Areas to consider in a Risk Assessment:

- Stand information: loadings, dimensions, unusual features or exhibits
- Access: size of entry point, route to the stand
- Installation: timetabling of build
- Stability: stability and structural supports within the stand design
- Lifting & Loading: use of machinery, fork lifts, floor loadings, weight restrictions
- Scaffolding: temporary structures, access towers, rigging, working at height
- Toxic Substances: use of hazardous or toxic substances, waste material
- Environment: noise, dust, fumes
- Services: electrical services, welding, gases, water and waste provisions
- Late Working: tiredness, supervision, deliveries
- Staff Training: temporary staff, manual handling
- Materials: should be:
  - Non-combustible
  - Flame resistant plastic material
  - Flame resistant boarding
  - Timber of any thickness treated so as to be flame resistant

### Safety Checklist

- Appoint a competent person to handle health and safety measures for your participation.
- Review the accident statistics of your participation at previous events in which you have been involved.
- Read the Exhibitors' Technical Manual and heed all stipulated, and note all stated, regulations and safety requirements.
- Undertake a Risk Assessment for the Event.
- Ask your contractors for a Risk Assessment for the Event.
- Notify all parties of any undue hazard resulting from the Risk Assessment.

## **Exhibitor – Stand Personnel**

The following tips can be provided to Exhibitors by the Organizers to minimise risk and liability for individuals.

### **On-site Precautions**

- Do not bring airline tickets or unnecessarily large amounts of cash to the Exhibition or Event, bring only what you need for the day.
- Take purses, wallets, briefcases and other personal items with you when you leave the exhibition stand.
- Build hidden or locked panels into the stand for storage of personal items.
- During set-up, do not leave valuable exhibitor equipment or personal items unattended.
- Combine smaller items into a larger case, making them more difficult to steal, or shrink-wrap them together.
- An inventory of the contents of all crates should be made before unpacking at the beginning of set up and prior to returning to the shippers.
- Use locked showcases on the stand for small valuable products or items.
- Cover tables at the end of each day; a heavy plastic sheet will also make a noise if moved.

### **Set-up and Dismantling**

- Follow all displayed warning signs and posters.
- Take heed of all smoking regulations.
- Wear appropriate hearing, eye, head and foot protection.
- When dealing with electricity always use a certified electrician.
- Be careful when walking in the aisles during set-up and avoid walking in front of forklifts and between crates.
- Keep all aisles and work areas clean and free of hazards. Discard all rubbish and waste in the proper containers.
- When lifting, keep your back straight. Use your legs to lift the object, not your back.
- Use a step stool or step ladder, not a table or chair.
- When dismantling from equipment or fixed objects always dismount facing the machine or object. Never jump down.
- Have a well-stocked first-aid kit with you.

## Section F

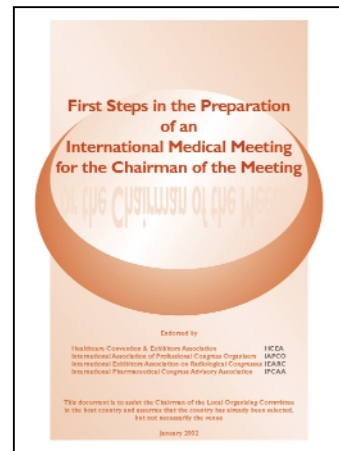
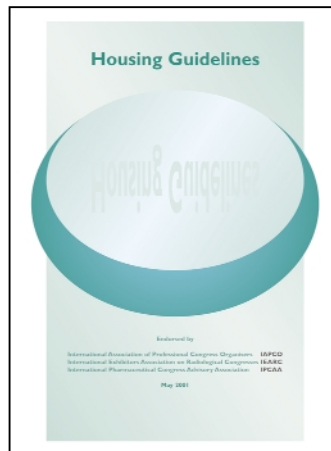
# Further information and acknowledgements

### Definition

The Healthcare Congress Alliance includes the member associations of the Healthcare Congress Alliance, namely the Healthcare Convention & Exhibitors Association (HCEA), the International Association of Professional Congress Organizers (IAPCO) and the International Pharmaceutical Congress Advisory Association (IPCAA).

### Disclaimer

The Healthcare Congress Alliance (HCA) and its member associations are not responsible for the accuracy or timeliness of the information presented in this document. The HCA and its member associations are not responsible for decisions or actions that may be made as a result of information presented in this document. The inclusion or exclusion of information from this document does not constitute an endorsement or non-endorsement by the HCA or its member associations. The content and provisions of this document do not constitute a contract, express or implied, between any user of this document, nor any other entity, and the HCA or its member associations. Neither the HCA nor its member associations make any warranty, expressed or implied, with respect to the information provided in this document. The HCA and its member associations are not responsible for any losses, injuries or damages users of this document may suffer. Nothing in this document constitutes legal advice, and no relationship of any kind can be formed through the use of this document. This document is provided for information purposes only. Due to the nature of the subject matter, it is possible that the information provided in this document will not apply to your country, state or jurisdiction, and its application may vary from situation to situation. Users rely on information contained in this document at their own risk. Users should always consult with qualified legal counsel, licensed to practice in the jurisdiction and subject area where their needs exist, for legal advice.



### For Further Information

For further information on delegate and exhibitor safety, please refer to HCEA Meeting and Travel Safety Tips booklet [www.hcea.org](http://www.hcea.org)

For further information on Health & Safety at Exhibitions, please refer to The Red Book [www.aeo.org](http://www.aeo.org) Health and Safety (The Association of Exhibition Organisers).

### Acknowledgements

The contributions of Insurex/Expo-Sure and The AEO, BECA and EVA (The Red Book) are gratefully acknowledged.

**HEALTHCARE  
CONVENTION  
& EXHIBITORS  
ASSOCIATION**

SECRETARIAT:  
5775-G PEACHTREE-DUNWOODY RD  
SUITE 500, ATLANTA, GEORGIA 30342, USA  
TEL: +1 404 252-3663  
FAX: +1 404 252-0774  
E-MAIL: [hcea@kellencompany.com](mailto:hcea@kellencompany.com)  
WEBSITE: [www.hcea.org](http://www.hcea.org)

**I A P C O**

**International Association of  
Professional Congress Organizers**

SECRETARIAT:  
42 CANHAM ROAD  
LONDON W3 7SR, UK  
TEL: +44 (0) 20 8749 6171  
FAX: +44 (0) 20 8740 0241  
E-MAIL: [info@iapco.org](mailto:info@iapco.org)  
WEBSITE: [www.iapco.org](http://www.iapco.org)

**IPCAA**

**INTERNATIONAL PHARMACEUTICAL  
CONGRESS ADVISORY ASSOCIATION**

SECRETARIAT:  
P.O. BOX 182  
CH-4013 BASEL, SWITZERLAND  
TEL: +41 61 821 3133  
FAX: +41 61 821 3144  
E-MAIL: [secretariat@ipcaa.org](mailto:secretariat@ipcaa.org)  
WEBSITE: [www.ipcaa.org](http://www.ipcaa.org)