

**EVENT EMERGENCY ACTION PLAN**

[Replace with Event Name]

[Replace with Event Start/End Date]

[Replace with Event Location]

|  |
| --- |
| **Delete this text box prior to completion/publication of your document****It is strongly encouraged a copy of your completed plan be provided to IEEE’s Global Event Emergency Response Team (****eert@ieee.org****) located at IEEE’s headquarters. This will ensure the team is prepared for and ready to respond in time of need on your behalf.** **To submit your plan please** [**click here.**](https://app.smartsheet.com/b/form/aeeceb859bb64d2887968253fb4b8d61)Use this template to create your event specific Emergency Action Plan. You should adapt a proactive risk mitigation approach that fits your specific event location for appropriate prevention/minimization of disruption/crisis. Be sure to include strategy that puts attendee health and safety first and meets duty of care related to knowing what to do, who to contact, how to contact, and how to care for individuals until help comes. Remember to distribute your action plan to your core team in advance of onsite arrival. Save a copy locally and place a copy in an easily accessible shared environment such as Google Drive, etc.  |

**GETTING STARTED**

Adapt a proactive, risk mitigation approach that utilizes practices designed to prevent or minimize disruptions and crises. The development of your emergency plan is contingent upon obtaining updated emergency protocols from all of your vendor resources. To ensure that your primary vendors – venues (hotel/convention center/offsite), PCO partners, AV Production, private security, EMT – will engage and participate with your event emergency plan, be sure to include them in your plan development. Be sure to ask your venue for their emergency protocols detailing procedures to be followed.

# INCIDENT LEVELS

An incident is an unexpected occurrence, accident or event that may result in injury to a person, damage to property, or an allegation of negligence, that requires prompt action (please refer to Appendix A for a list of examples). Incidents require varying levels of response as follows:

* **Level One: Non-Emergency Response** – One that can be controlled and resolved within the venue by those immediately affected by the occurrence. An example would be minor injury to any person in attendance at the venue not requiring professional medical assistance.
* **Level Two: Emergency Response** – Requires timely implementation of a pre-planned procedure to effectively bring an incident to resolution. It is the application of a response to allow the event to function at some level of efficiency. A level two incident is handed over to the local corresponding professional service while the venue remains under control of the venue team onsite. An example would be a medical or security occurrence where the event manager calls for assistance from a member of the police force/ambulance, who then manages the response to that particular incident.
* **Level Three: Major Emergency Response** – Requires a major emergency response, whereby control of the venue is handed over to the responding statutory service. An example would be a major fire.

It is important to appreciate that a non-emergency response incident could have the potential to develop into a major emergency response incident if not properly planned for and managed. The event team will ensure that their plans to deal with minor incidents along with the major incident plan are compatible and agreed upon with the local team.

|  |
| --- |
| **Note: When a crisis is well-managed, the impact to the organization can be minimized.****Examples of what may be at risk:** * **People** – attendees, employees, volunteers, speakers, suppliers, and others
* **Property** – real property (i.e., hotel) and personal property (i.e., computers, audio visual equipment)
* **Intangibles** – proprietary information and brand reputation
* **Revenue loss**
* **Exposure to legal damages**
 |

# IEEE EVENT EMERGENCY RESPONSE TEAM (EERT)

EERT is IEEE’s centralized event emergency preparedness hub, offering strategies, best practices, and resources for all IEEE global events. EERT will assist organizers in minimizing the impact of emergencies on event performance, safety and well-being attendees, and organizational reputation.

**EERT offers event organizers:**

* Guidance on planning for a wide range of emergencies
* A centralized decision-making structure to facilitate an orderly and effective response
* Expert advisement and guidance through a crisis
* Coordination with internal IEEE groups (legal, corporate communications, risk management)
* Facilitation of communications about the emergency
* Ability to bring in additional resources as needed

EERT will assess the level with key IEEE organizational unit partners as needed:

* IEEE Legal & Compliance
* IEEE Office of Risk & Insurance Management Services
* IEEE Corporate Communications

and will communicate to IEEE staff and/or volunteer leadership as well as advise on any next steps.

**For general inquiry about IEEE’s event emergency preparedness program, contact:**

* **Dedicated IEEE Event Emergency Support (24/7)**
	+ +1 844 975 4333 (U.S. and Canada)
	+ +1 732 562 6756 (Elsewhere)
	+ **Email:**  eert@ieee.org

# NOTIFICATION PROTOCOLS

These instructions should not preclude seeking local emergency assistance as needed. Do not revert to personal email address, as all EERT team members must have transparency into the issue to maximize response and support.

**Should you have an issue of concern for your event, follow these steps of action:**

* Step One: Ensure the safety and well-being of individuals
* Step Two: Send an email to eert@ieee.org with your concern
* Step Three: Call Dedicated IEEE Event Emergency Support (24/7)
	+ +1 844 975 4333 (U.S. and Canada) | +1 732 562 6756 (Elsewhere)

Together, we will create a working strategy that defines the decision-making process, chain of command, and ultimate response to the issue.

**Handling Concerns Involving Legal Issues/Law Enforcement**If you are approached by any law enforcement authority related to IEEE business, the authority should be referred to the IEEE Legal and Compliance Department: Email: compliance@ieee.org

**GENERAL INFORMATION**

|  |  |
| --- | --- |
| **Name of Event** |  |
| **Start/End Date of Event** |  |
| **Estimated Attendees** |  |
| **Event Location/Host Venue**  |  |
| **Event Main Point of Contact (IEEE)** *(List name and contact information)* |  |

**EVENT OVERVIEW**

|  |  |
| --- | --- |
| **Event Stakeholders** *(Who are the financial owners of the event? e.g., IEEE-MTT, IEEE-ComSoc, etc.)*  |  |
| **Event Chair/Co-Chair***(List name and contact information)*  |  |
| **Event Treasurer/Finance Chair** |  |
| **Local Organizing Committee Chair**  |  |
|  |  |

**HOST VENUE INFORMATION (e.g., Hotel, University, Conference Center)**

|  |  |
| --- | --- |
| **Venue Name** |  |
| **Venue Address** |  |
| **Venue Phone**  |  |
| **Event Main Office Location** *(room name and floor)* |  |
| **Venue Main Contact Name** |  |
| **Venue Main Contact Phone** |  |
| **Venue Main Contact Email** |  |

 *[If using a convention center, include this information as well in table below, if no, remove table]*

|  |  |
| --- | --- |
| **Convention Center Name** |  |
| **Address** |  |
| **Phone**  |  |
| **Event Main Office Location** *(room name and floor)* |  |
| **Convention Center Main Contact Name** |  |
| **Convention Center Main Contact Phone** |  |
| **Convention Center Main Contact Email** |  |

**CONTRACTED HOTELS**

[List all contracted hotels and your main point of contact for each should a need arise for outreach in the event of emergency. Duplicate the below table for multiple contracted hotels. If your host venue is your only hotel, remove this table]

|  |  |
| --- | --- |
| **Hotel Name** |  |
| **Address** |  |
| **Main Phone**  |  |
| **Main Contact Name** |  |
| **Main Contact Phone** |  |
| **Main Contact Email** |  |
| *\*Be sure to have an updated rooming list available as part of your emergency plan so you know how many attendees are staying in the hotel as well ‘who’* |

**QUICK TIPS**

**Emergency Reporting**

During a medical emergency, those who are in a position to safely communicate should call 911 as an example in the U.S. However, the venue may have an emergency internal number based on the situation. Proper emergency numbers should be posted on or near each meeting room.

**ONSITE EVENT EMERGENCY RESPONSE TEAM**The onsite emergency response team is comprised of IEEE EERT, event organizing members, as well as host venue personnel representing critical functions. The team is responsible for reviewing and maintaining this document, ensures plans are initiated on the ground, and serves as the response team onsite in the event of an actual crisis or emergency. The team lead will exercise overall control and direction should a crisis occur. This person will directly advise, guide, and allocate resources and supervise the crisis as required and directed.

*[Delete this text after completing the table below: Questions to consider: Who has responsibility for ensuring key organizing leadership and event operations personnel have been trained on this plan? Include your event webmaster and owner of social media sites name and contact information in the event you need to post communications quickly about the event]*

|  |  |
| --- | --- |
| **Crisis Team Leaders** | **Responsibilities**  |
| **Name** | **Role** | **Mobile** | **Email**  | * All final decisions
* Financial decisions
* Changes in program
* Engagement and decision flow with venue and suppliers
* Approving messaging for critical issues
 |
|  | Event Chairperson |  |  |
|  | Event Executive Leadership  |  |  |
|  | Key Financial Sponsor Leadership |  |  |
| Sherry R. Sills | IEEE EERT | +1 908 566 8167 | eert@ieee.org |
| Marie M. Hunter | IEEE EERT | +1 732 354 6501 | eert@ieee.org |
| **Onsite Command and Control Leaders** | **Responsibilities**  |
| **Name** | **Role** | **Mobile** | **Email**  | * Fact gathering on crisis
* Oversight and control of communication hub
* Informing and updating events team
* Attendee communications
* Reporting factually based updates
* Coordination with venue security/main point of contact
* Engagement/Reporting to crisis team leaders
 |
|  | Event Lead |  |  |
|  | Event Secondary Lead |  |  |
|  | Venue Lead |  |  |
|  | Venue Security |  |  |
|  | Event Attendee Registration Lead |  |  |
|  | Event Webmaster |  |  |

**Recommendation:** You may want to consider establishing a group chat/text (e.g., WhatsApp) with those who are part of the core emergency team to easily communicate should a need arise. This helps to keep everyone informed and provides for swift and efficient communication.

**KEY SUPPORT RESOURCES IN A CRISIS** - **LOCAL RESOURCES**

## Local Hospital, Non-Urgent Care Facilities & Pharmacy

|  |  |  |  |
| --- | --- | --- | --- |
| **Name**  | **Address**  | **Phone Number**  | **Distance from Venue** |
| (Nearest hospital )  |  |  |  |
| (pharmacy) |  |  |  |
| (Urgent Care/Walk-in Clinic)  |  |  |  |
| Others |  |  |  |

## Local Statutory Services

|  |  |  |  |
| --- | --- | --- | --- |
| **Name**  | **Address**  | **Phone Number**  | **Distance from Venue** |
| Law Enforcement  |  |  |  |
| Fire |  |  |  |
| Ambulatory Services |  |  |  |
| U.S. Embassy *(if outside the U.S.)* |  |  |  |
| Other  |  |  |  |

**Other Key Resources**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name**  | **Address**  | **Phone Number**  | **Distance from Hotel**  |
| Host location Lost & Found |  |  |  |
| Transportation Providers |  |  |  |
| Host Location Convention Visitors Bureau  |  |  |  |
| Local Health Department  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**BE PREPARED**

The following is a list of supporting documentation you should have readily available as part of your event emergency plan and should be saved in both a shared file environment for your emergency team to have access to as well as saved to a localized environment in the event of disruption to internet access. Use the checklist to complete:

|  |  |
| --- | --- |
|  | **Check When Complete** |
| * Detailed registered attendee list which includes full contact information such as email and phone as well as category of event participant (e.g., delegate, speaker, author, etc.) , emergency contact(s) identified
 | ☐ |
| * A list of registered attendees with any special needs; in the event you can identify someone with a disability who may need assistance in time of crisis
 | ☐ |
| * Hotel rooming list for each hotel contracted for the event
 | ☐ |
| * Venue floor plan, fire plan from meeting rooms, nearest exits indicated
 | ☐ |
| * Host city map
 | ☐ |
| * Full list and contact information of all contracted suppliers engaged in the program
 | ☐ |
| * Speaker(s) names and contact information, arrival dates and what hotel staying at
 | ☐ |
| * Airline phone numbers
 | ☐ |
| * Local transportation provider’s names and phone numbers (bus, taxi, etc.)
 | ☐ |
|  |  |
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**APPENDIX A**

**CRISIS SCENARIOS**

The following are examples of the most common situations designated as a crisis and requiring crisis planning, response, and recovery procedures.

* **Weather Interruptions:** Wind, hurricanes, tornadoes, flooding, power outage, travel delays due to weather, reduced attendance due to cancellations
* **Pandemic and Medical**: Covid and other communicable disease, stroke, heart attack, fall, allergic reaction, alcohol misuse
* **Acts or Threats of Violence:** Active shooter, terrorism, hostage, bomb threat, sexual harassment, assault, alcohol/drug misuse
* **Natural or Man-made Disaster:** Fire, flood, tsunami, power outage, travel disaster
* **Property Damage:** Venue damage, theft, computer issues, damage, or loss of attendee personal property
* **Financial Risk**: Contractual clauses/breach, lack of checks and balances, compromised credit card data, cyber fraud
* **Political Unrest:** Protestor, demonstrators, labor strike, hecklers

## Medical Emergency

Should a medical emergency occur, you should follow the guidelines as follows:

* Remain calm
* Keep the injured/ill person lying down and covered to keep them warm
* Do not move him/her
* Do not administer first aid techniques in which you are not trained
* Locate the nearest phone and dial the venue’s safety/security number, notify them of location of the person requiring medical attention, along with a description of injury and the person
* Return to the individual
* Reassure the individual and try to keep him/her as comfortable as possible
* Stay with the individual until emergency personnel arrive.

Notify IEEE EERT (eert@ieee.org) when possible once the individual has been properly cared for and the venue response personnel have arrived. In the event of serious illness or death, IEEE EERT will notify appropriate family members, work with family members to coordinate travel to meeting site if necessary, and coordinate information with insurance considerations. Do not discuss issues pertaining to possible negligence or liability with other parties. The **crisis leader onsite team lead**  must maintain a full record of events, including all records of the incident.

**APPENDIX B
Information Gathering and Reporting**

When you have an incident to be reported to IEEE’s event emergency response team (eert@ieee.org), it is recommended you reach out as early as possible with the information you may have available at the time. It is not necessary to have a high level of detail, as timing may be critical.

## What Do I Need to Know to Report a Concern?

At minimum, we ask you to provide the following information to help us support next step actions for engagement:

* Your name and contact information as well as your role in the event
* The event name, location, start and end date, and venue
* A brief summation of the situation (factual information on the situation as you know it)

## What Do I Need to Know to Report a Concern Involving an Individual(s)?

If you are reporting an incident involving an individual, please provide the following information:

* individual participant’s full name
* contact information (address, city, state, country, email, phone number)
* role in the event (i.e. attendee, speaker, organizing committee member)
* known concern (i.e. injury, illness) as well as date and time of incident
* emergency contact (if known)

Describe the scenario leading up to the incident. Describe any involvement from statutory services (e.g. police, fire, ambulance). If the individual was taken to a local medical facility, please indicate the name of the facility as well as phone number.

**Appendix C
IEEE Volunteer Global Travel Accident Medical Plan**

IEEE maintains a Global Travel Accident Medical Expense Plan (“The Plan”) to protect IEEE volunteers who become ill or injured and require immediate medical attention while traveling on authorized IEEE business outside of their country or region of permanent residence.

**Key Notes-COVID:**

* There are no exclusions for COVID-19
* Accidental Death & Dismemberment benefit coverage would not apply to a death due to COVID-19 as this would not be considered an accident
* If an insured person is ordered into quarantine due to exposure to a severe infectious disease, infection, or contamination, the Plan will cover lodging ($200 per day) and meals ($100 per day) for up to 14 days. It is important to note that quarantine coverage is limited to a maximum of US$200,000 per outbreak. Contact AIG Assistance Services to coordinate quarantine coverage. All arrangements and expenses must be authorized in advance

**Plan Highlights:**The plan provides IEEE volunteers with out-of-country medical emergency protection (up to US$250,000) for usual and customary emergency medical expenses incurred while traveling on IEEE business subject to the following conditions:

* Coverage begins when the volunteer leaves his or her country of permanent residence on authorized IEEE business travel and ends upon return to that same country.
* The plan does not apply to participant travel to and from a conference, unless that travel is for authorized IEEE business purposes and the individual is acting in the official capacity as an IEEE volunteer.
* The plan is paid for by IEEE and is provided to IEEE volunteers at no charge.

**Plan also includes:**

* 24-hour worldwide travel and medical assistance services
* Coverage for accidental death and dismemberment; coverage varies depending on the type of loss
* Coverage for transportation expenses associated with an emergency medical evacuation or repatriation of mortal remains in the event of death while traveling on IEEE business. Medical evacuation or repatriation must be authorized and arranged through AIG Assistance Services
* Coverage for a security evacuation to the nearest place of safety. The determination that an insured person requires a security evacuation must be made by the insurer’s Designated Security Consultant and all arrangements must be authorized and arranged through AIG Assistance Services. Certain countries/regions are excluded under this coverage section.

**AIG Assistance Services Contact Information**:

* Outside US, call collect +1 715 346 0859
* Inside US, call toll-free +1 877 244 6871
* Email assistance@aig.com for customer service support
* Reference Group Name **IEEE, Inc**. and **GTP 0009133402**

Notify the IEEE Office of Risk and Insurance Management Services (ORIMS) at orims@ieee.org in the event of a claim so that coverage can be authorized, and Plan benefits can be provided.



