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# International Expeditions

## Opportunities and Challenges

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# Who is in the room...

- **Peter Harvey**
  - Consultant, supporting teams working in remote locations
  - Founder of a youth expedition company
- **Jen Alger**
  - Head of Field Management Earthwatch Europe
  - 120 Expeditions in over 40 countries, with 4000 participants from over 80 countries each year

# Objectives of the Session

- Highlight opportunities
- Challenge perceptions
  - Perceived risks vs. actual risks
- Highlight concerns
  - Planning trips
  - Managing trips
  - Share good practice
- Question and answer sessions

# Opportunities...

- Health:
  - Heart disease kills 40% of Americans costing \$230 billion in 2003
  - 60% of Americans Overweight or Obese
  - Since 2000 drop in outdoor activity by 18 - 29yr olds (Roper, 2004)
- Wellbeing
  - Rise in depression and psychological conditions

# Why leave North America?

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# Opportunities...

- Cultural
  - Understanding and appreciation
  - Influence and support
- Environmental
  - Lifestyle changing education
- Developmental
  - Self reliance, independence, humility, self awareness

## The World's Top Tourism Destinations (international tourist arrivals)

2006 rank	Country	Arrivals (millions)	
		2005	2006
1	France	75.9	79.1
2	Spain	55.9	58.5
3	United States	49.2	51.1
4	China	46.8	49.6
5	Italy	36.5	41.1
6	United Kingdom	28	30.7
7	Germany	21.5	23.6
8	Mexico	21.9	21.4
9	Austria	20	20.3
10	Russian Federation	19.9	20.2

Source: World Tourism Organization (WTO).

# International Travel

- U.S. international travel
  - >27,000,000 Americans travel /yr (0.1%)
  - > 22,000,000 travel for leisure
- U.K. international travel
  - > 40,000,000 British travel for leisure each year (1%)

*Source: U.S. Dept. of Commerce, ITA, Office of Travel & Tourism Industries*

*Source: www.statistics.gov.uk*



# Opportunities...

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- Large market place
- New client groups
- Increasing need for cultural and environmental understanding
- Beautiful places
- Beautiful people

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# Customer's perceived risks?

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# Foreign and Commonwealth Office

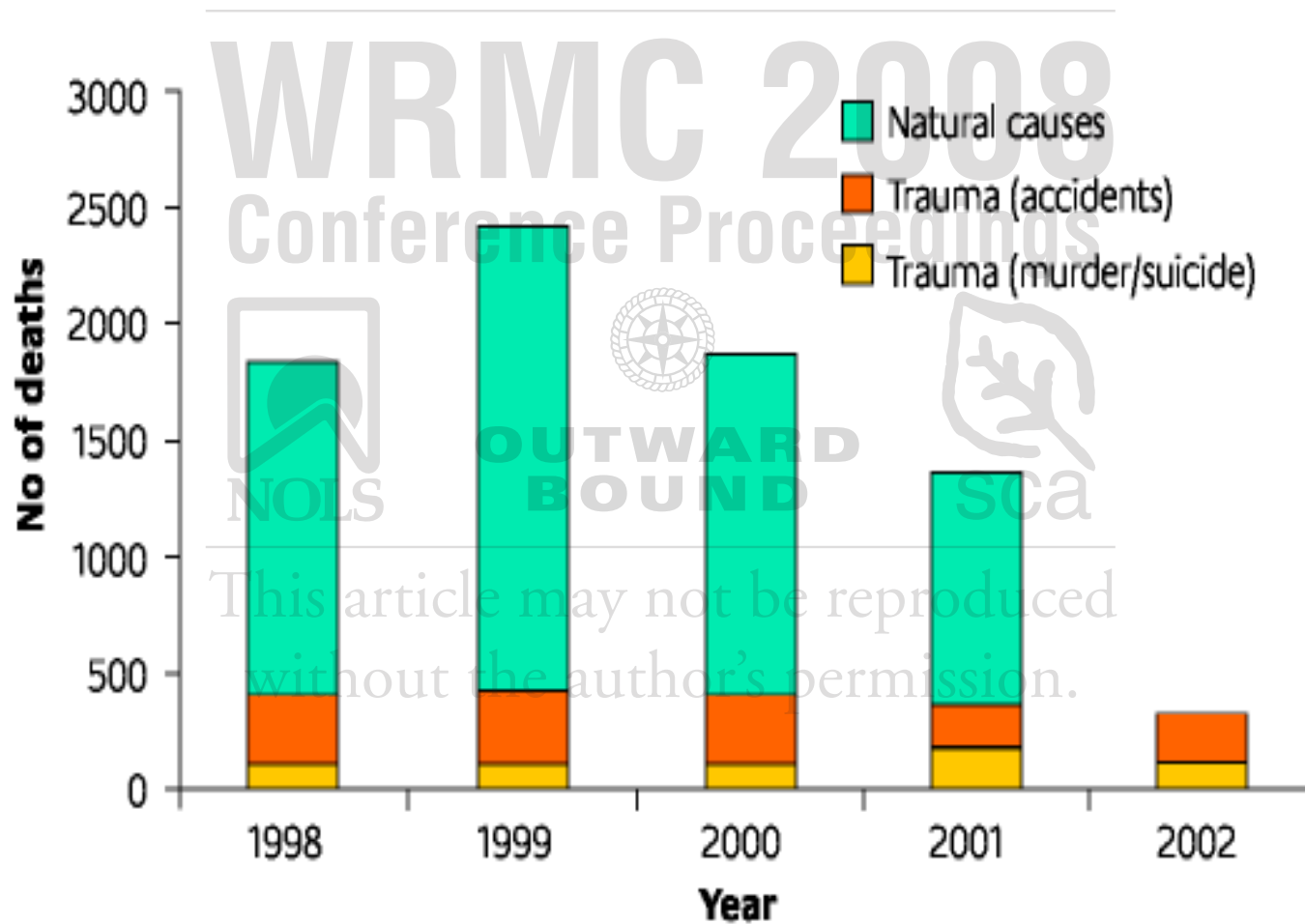
- Approx. 4500 British Nationals died abroad in 2006-2007
  - Natural causes are the biggest single factor
  - Road traffic incidents are a major cause
  - The five key locations:
    - roads,
    - beaches,
    - hotels,
    - remote locations
    - ski slopes

# Significant Inherent Risk

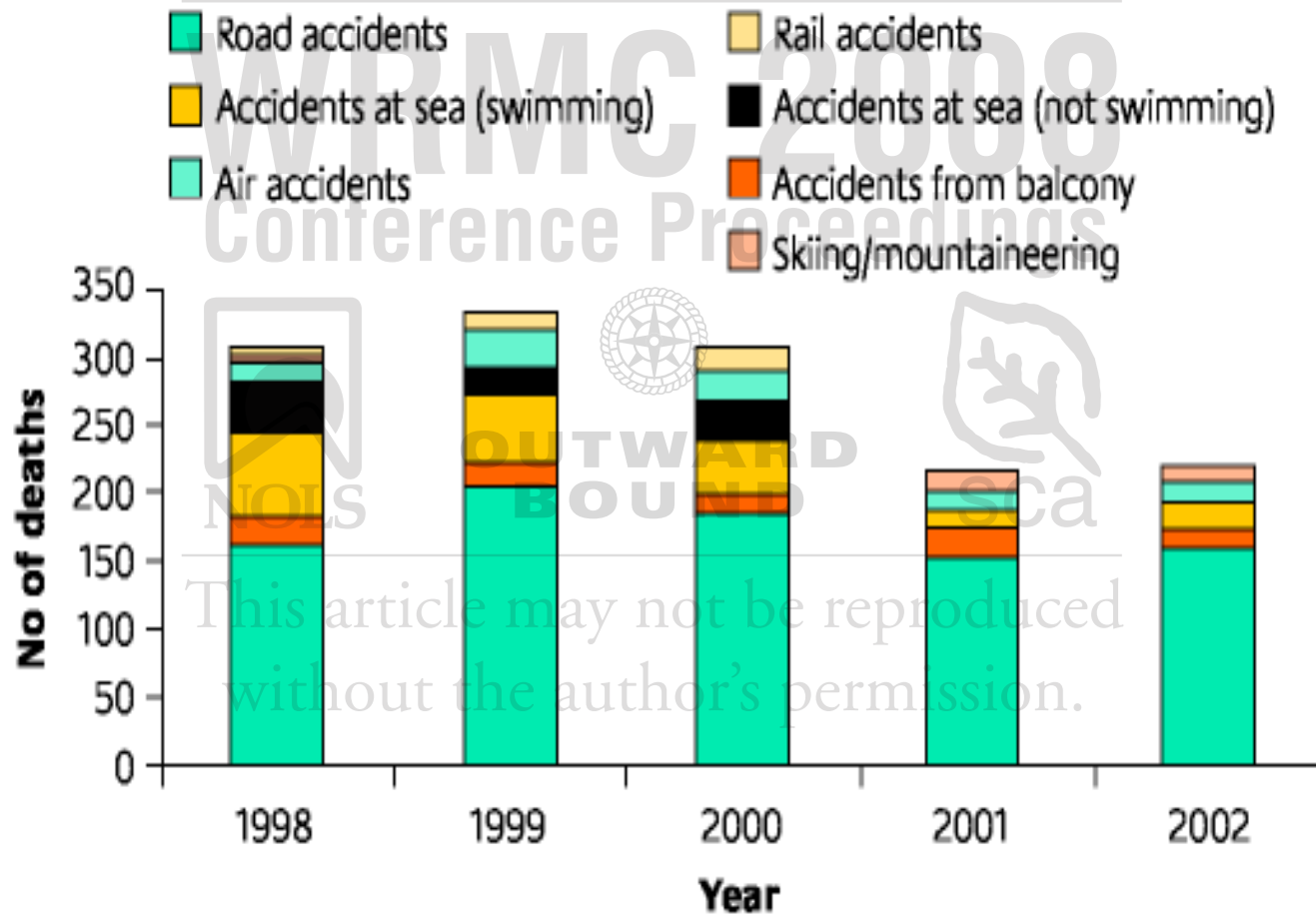
- Age (Source FCO statistics)
  - over 50 = cardiovascular higher risk
  - under 30 = trauma
- In a typical year
  - 44 Britons are murdered abroad
  - 22 Britons are abducted
  - 8,000 Britons are pick-pocketed to the sum of £1,250,000

Common things happen commonly

**Figure 1** Number of deaths overseas in repatriated UK nationals\*, all causes: 1998 - 2002†



**Figure 2** Number of deaths overseas in repatriated UK nationals\* caused by accidents: 1998 - 2002

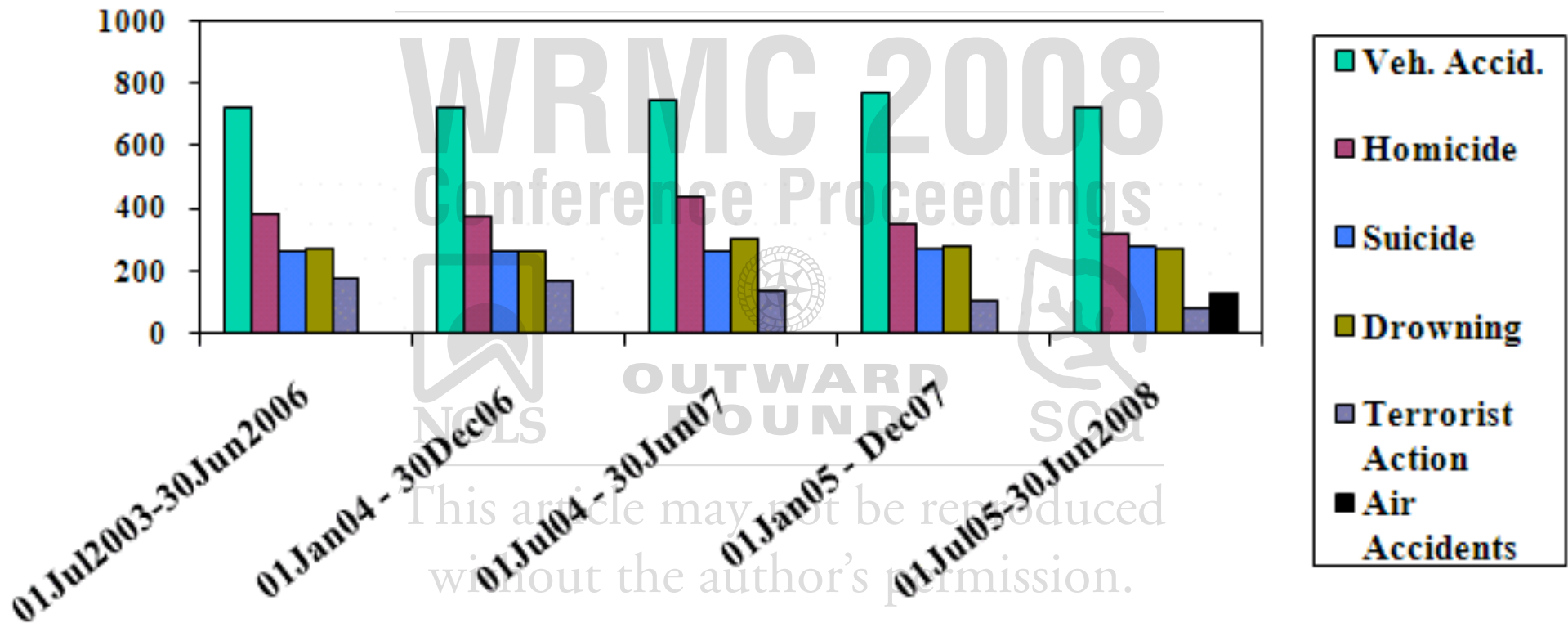


# US Department of State

- Total number of U.S. non-natural deaths abroad (2005 – 2008) = 2202

Cause of Death:	Cumulative Total:	Percent Total:
Vehicle Accident	721	32.7
Homicide	321	14.6
Suicide	281	12.6
Drowning	266	12.1
Air Accident	128	5.8
Terrorist Action	83	3.8
Drug-Related	66	3
Maritime	24	1

## Top Causes of Death over the Last Five Reporting Periods



Source: US Department Of State



# Countries with most U.S. abroad incidents

Top 5 Countries:	Cumulative Total:	Percent Total:
Mexico	637	29
Iraq	105	4.8
Thailand	68	3.1
Costa Rica	65	3
Germany	64	2.9

# Injuries on overseas trips

- Travel- Vehicle incidents
- Drowning
- Falls
- Illnesses
- Soft tissue injuries
- Trips and slips

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(RGS 1985 - 2000)

# Our experiences...

A fatality

Few serious  
injuries

Several, minor injuries

Many, trips & slips

# Planning international trips

Topics:

- Research
- Risk Management Planning
- Emergency Response Planning
- Insurance
- Screening participants

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# Research

- What is going to sell
  - Market surveys / Gut reaction of target group
- Where is it safe to go?
  - US state department / Control Risk Group / FCO
- What systems do you need in place:
  - British Standard 8848
  - Safe And Responsible Expeditions Paper
- Where to get the answers?
  - Reconnaissance
  - Other providers / Local Agents
  - Web sources...

# Risk management planning

- Assessments:
  - Threat assessment
    - Geopolitical / Security / Geo-hazards
  - Risk assessment
    - Health / Safety / Environment / Communities
  - Inclusive educational approach
- Cultural considerations
  - Perception of risk
  - Beliefs and understandings
  - Professional “qualifications”
  - Language & Miss-communication
  - Gender issues
  - Training for visitors

# Emergency response planning

- Plan ahead
  - Who can help
  - Who can transport you
  - Where do you go for:
    - Security / Safety
    - Medical treatment
- Know the limitations of the plan
  - Medical assistance companies can only do so much
    - Expectations
    - Capabilities
    - Reality

# Insurance

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- Travel insurance
  - Search and rescue
  - Medical repatriation
  - Transporting minors with guardians?

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# Screening of participants

- Disclosure of risks enabling an informed decision
  - Clear objective physical abilities required
  - Clear medical care access
  - Clear limitations of emergency response
- Selection
  - Questionnaire (Do they disclose?)
  - Medical screening?
  - Interview

# Managing international trips

Topics:

- Risk Disclosure
- Group management
- Communication
- Crisis Management

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# Risk disclosure

- Orientations
  - If your worrying so should the participants
  - Share risks
- Dynamic risk assessment and mitigations
  - Onsite briefings
  - Plan “B”
- Opt out / Challenge by choice
  - What is the impact?

# Group Management

- How
  - Orientation / Expectations / Boundaries
  - Training
  - Briefings
- Supervision
  - Minors v adult
  - Zones of risk / behavior
  - Duty of care
    - Down-time / Time off?
  - Evenings
    - Alcohol / Behavior
- Behavioral Contracts / sanctions

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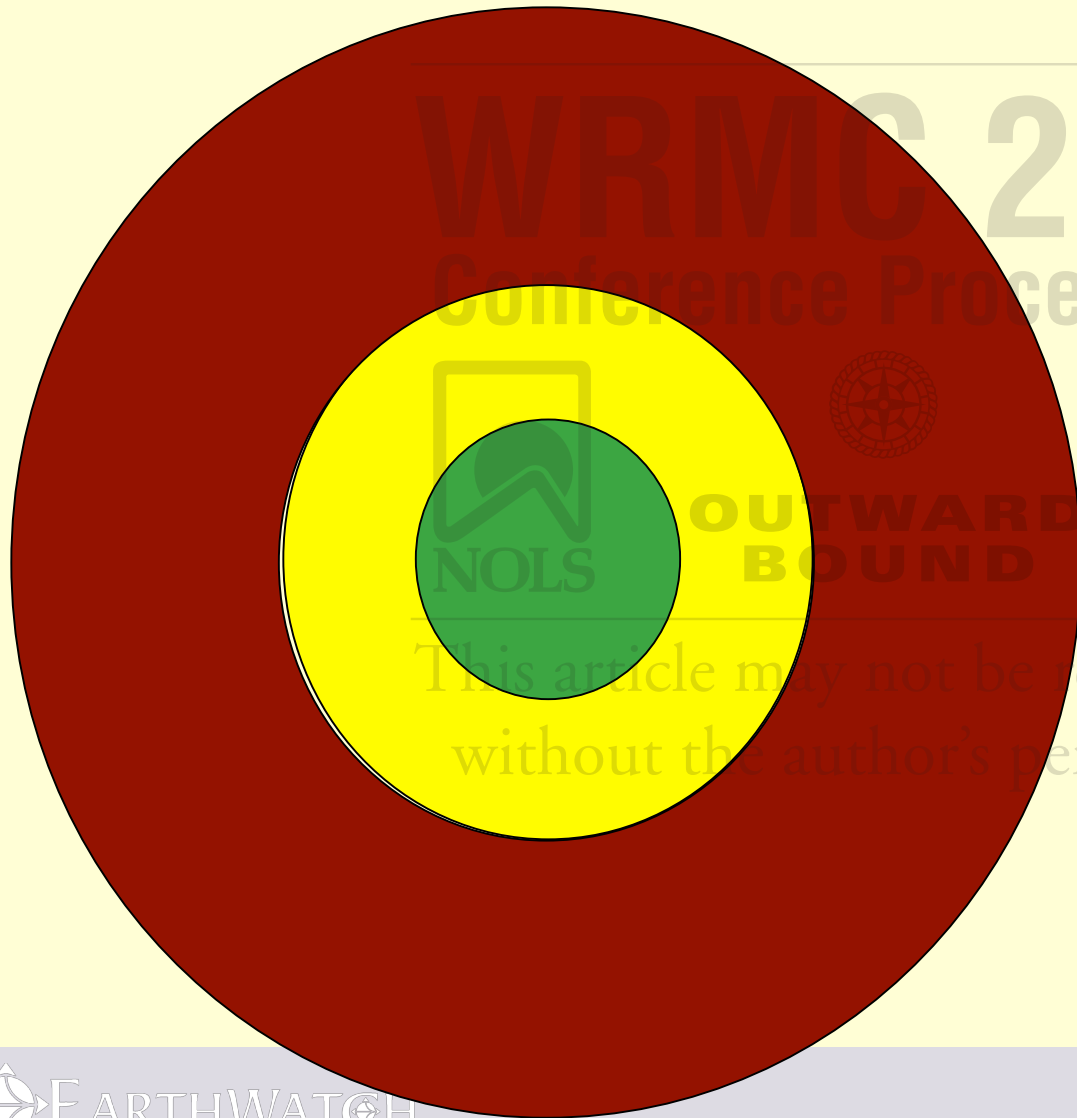


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# Zones of risk and behavior...



- Green
  - Low risk
  - Quick response
  - Normal “behavior”
- Red
  - High Risk
  - Delayed response
  - Restricted behavior

# Third party service providers

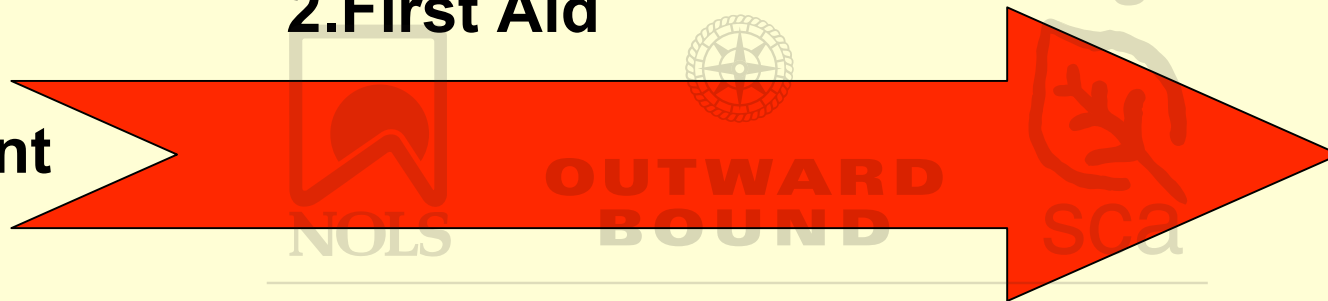
- Assessing competence
  - Before the trip\*
  - On the ground\*
  - Background checks
- Managing contractors
  - Contracts
  - Personal contact
  - Supervision
- Vicarious liability

# Crisis management

1. Scene management

2. First Aid

Incident



Definitive  
Medical  
care

3. Communication

4. Transport

5. Long Term Care

# International Crisis Management

- Additional Challenges
  - Language
  - Governments
  - Cross border movements of bodies
  - Religious burial requirements
  - Refrigeration
  - After care / Physiological trauma
  - Legal investigations



# Communication

- Robust 24/7 solutions
  - Radio
  - Satellite
  - Cellular
  - Land-lines
  - Tracking systems

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# Medical treatment

- Medical Care
  - Get good practical first aid training
  - Carry simple effective equipment
  - Have access to advice
    - Tel-medicine
    - Know your limitations don't diagnose
  - Facilities
    - Know where to get help

# Summary

- Opportunities and benefits
- Challenges are resolvable via:
  - Research destinations
  - Detailed planning
  - Develop local partners
  - Sound field management
  - Strong crisis management plans

# Questions and Discussion

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