



Your Business Emergency Planning Resource

Contingency Planning for Special Events

BEP Institute

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What is Business Continuity?

- It is a commitment to keeping your workplace environment operating as close to capacity as possible regardless of disruptions either natural or human-created.

What are YOUR risks?

Natural

- Weather
 - Rain
 - Heat / Cold
 - Sudden storm

Human-Created

- Accident/crash
- Participant injury/death (performer or athlete)
- Spectator injury/death (attendee)
- Toilets – not enough
- Performer no-show
- Traffic jam
- Competing event
- Code violation (health or fire inspector)
- Strike
- Trash
- Water advisory
- Equipment failure
- Inadequate parking
- Golf cart related injury
- Loss of internet connection
- Communication disruption
- Miscommunication in the media (wrong info)
- Protestors

How can Business Continuity Planning Help?

Avoid

- If you can plan for it, you can prevent it.

Mitigate

- If you can identify it, you can mitigate it.

Respond

- Know what you need to know to be able to respond.

BCP: Avoiding Disruptions

Physical attributes of your event.

- Venue
- Front of House
- Back of House
- Ingress/Egress

Addressing these issues:

- *Physical changes to venue*
- *Establishing Policies*

BCP: Mitigating Disruptions

- Insurance
- Redundancies and Back-ups
- Plan B (and C and D)
- Ready Resources

BCP: Respond to Disruptions

- Ultimately it is about having the right amount of the right resources in the right place at the right time.
- To make this happen you need...

GOOD DATA

- To get good data you need to have a good data collection plan.

Good Data: Example (First Aid)

	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>	<u>2004</u>	<u>Average</u>
Transported	0	3	1	0	1	0	3
Heat/Dehydration (incl. Altered mental status)	4	10	2	2	5	5	5
Headache	21	27	25	8	32	16	27
Minor Cuts	16	22	62	17	51	27	23
Bug Bites	13	4	8	5	7	12	7
Burns/Sunburn	2	5	62	3	18	7	10
Twists/Sprains	5		11	7	2	12	5
Eye Washes	4	10	8	2	7	9	5
Stomach Complaints	7	2	3	0	1	2	3
Allergic Reactions	7	4	5	1	2	6	4
Blisters	1	0	6	4	9	18	5
Splinters	0	0	0	1	2	1	2
Heart/Breathing Difficulties	5	0	2	1	2	0	2
Lost Child Interventions	0	0	0	0	0	0	1
Public Assists	0	0	0	0	0	0	7
Other	4	5	7	2	5	2	31
Notes:	Good Wx Sat/Sun Rain end of day Mon T-birds	PHENOMINAL Weekend! B/A and great wx	3 good wx days USAF T-Birds	Rain Sat Blue Angels 60th	Great Wx. T-Birds Days after Gulf Hurricane	Good Wx No Jet Team	
Total Treated (less Lost Child & Public Assists)	89	92	202	53	144	117	112
Percentage of Treated Needing Transport	0%	3%	0%	0%	1%	0%	6%
Attendance	38,000	45,084	43,281	37,689	37,852	31,433	44,576
<i>(Includes Paid General Admission & Corporate Admissions)</i>	Pre-Audit						
Percentage of Attendance Requiring First Aid	0.23%	0.20%	0.47%	0.14%	0.38%	0.37%	0.24%



Good Data: Sources

- Identify data you want to capture.
- Make data collection easy and assignable.
- Capture photographs
- Require in contracts or commission reports.
- Review complaints

Good Data:

Importance of REAL Numbers

- Honest and legitimate numbers are crucial to genuine planning.
- Come to terms with your actual attendance numbers.

Issues: Critical Incident Response

Success in dealing with issues is a function of:

- Identifying the problem
- Having a solution
- Communicating with the right people

Issues: Likely Issues

- Security / First Aid
- Weather
- Lost / Separated Children
- Public Address Announcements

Why Do Kids Get Lost?



Issues: Operations Center

- Location
- Basic info
- Emergency info

Issues: In an Emergency

- Who takes over?
- Who needs to be available?
- How to address the media?
- What decisions need to be made?
- How is information disseminated?
- What will you need?
- What can you prepare in advance?

Contingency Planning for Special Events

Avoid (address “the venue”)

- Review Venue, Front of House, Back of House, Ingress/Egress
- Physical changes or Policy changes

Mitigate (focus on “the program”)

- Insurance, back up and redundancies, Plan B (and C and D), Ready Resources

Respond (requires Good Data)

- Have what you need when you need it.

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