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?
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

(国际旅游到达者)

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

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

• U.K. international travel
  – > 40,000,000 British travel for leisure each year (1%)
  
  Source: www.statistics.gov.uk
Opportunities...

- Large market place
- New client groups
- Increasing need for cultural and environmental understanding
- Beautiful places
- Beautiful people
Customer’s perceived risks?
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
  – 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

(Source FCO statistics)
Figure 1 Number of deaths overseas in repatriated UK nationals*, all causes: 1998 - 2002†

<table>
<thead>
<tr>
<th>Year</th>
<th>Natural causes</th>
<th>Trauma (accidents)</th>
<th>Trauma (murder/suicide)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1999</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>2001</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2002</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Repatriated UK nationals
†All causes

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

- Road accidents
- Accidents at sea (swimming)
- Air accidents
- Rail accidents
- Accidents at sea (not swimming)
- Accidents from balcony
- Skiing/mountaineering

No of deaths

1998 1999 2000 2001 2002

Year
US Department of State

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

<table>
<thead>
<tr>
<th>Cause of Death</th>
<th>Cumulative Total</th>
<th>Percent Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Accident</td>
<td>721</td>
<td>32.7</td>
</tr>
<tr>
<td>Homicide</td>
<td>321</td>
<td>14.6</td>
</tr>
<tr>
<td>Suicide</td>
<td>281</td>
<td>12.6</td>
</tr>
<tr>
<td>Drowning</td>
<td>266</td>
<td>12.1</td>
</tr>
<tr>
<td>Air Accident</td>
<td>128</td>
<td>5.8</td>
</tr>
<tr>
<td>Terrorist Action</td>
<td>83</td>
<td>3.8</td>
</tr>
<tr>
<td>Drug-Related</td>
<td>66</td>
<td>3</td>
</tr>
<tr>
<td>Maritime</td>
<td>24</td>
<td>1</td>
</tr>
</tbody>
</table>
Top Causes of Death over the Last Five Reporting Periods

Source: US Department Of State
## Countries with most U.S. abroad incidents

<table>
<thead>
<tr>
<th>Top 5 Countries:</th>
<th>Cumulative Total:</th>
<th>Percent Total:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mexico</td>
<td>637</td>
<td>29</td>
</tr>
<tr>
<td>Iraq</td>
<td>105</td>
<td>4.8</td>
</tr>
<tr>
<td>Thailand</td>
<td>68</td>
<td>3.1</td>
</tr>
<tr>
<td>Costa Rica</td>
<td>65</td>
<td>3</td>
</tr>
<tr>
<td>Germany</td>
<td>64</td>
<td>2.9</td>
</tr>
</tbody>
</table>
Injuries on overseas trips

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

(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
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

• Travel insurance
  – Search and rescue
  – Medical repatriation
  – Transporting minors with guardians?
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
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
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
3. Communication
4. Transport
5. Long Term Care

Definitive Medical care
International Crisis Management

- Additional Challenges
  - Language
  - Governments
  - Cross boarder 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
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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