

CONCEPTOURS

THE DESTINATION MANAGEMENT COMPANY OF GREECE®

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RISK ASSESSEMENT and CRISIS MANAGEMENT

CONCEPTOURS fully recognizes the importance of risk, health and safety management being professionally carried, regardless of the size of the group. The appointed account executive and operations managers handle security, health and safety measures of the programme entrusted Conceptours.

Conceptours always considers the possible challenges that may occur during an event. Our experience gained over the past 30+ years allows us to cope in the handling of unexpected events.

All third party suppliers engaged by Conceptours are pre-screened for quality, reliability, the fulfillment of our and our client's criteria, and particularly for health and risk assessments -- amongst other factors. Hotels, Cruise Ships, restaurants and venues are double checked for fire prevention facilities, exits and fire escapes.

Following reliable sources of information on possible risks and/or threats, Conceptours will collect all such information, cross reference it and accordingly immediately inform the Principal to agree on joint plans to ensure a smooth course on the incentive, conference or meeting group. Conceptours will take all appropriate measures for damage prevention and for eliminating the possibility of any harm.

In periods perceived to be high risk (*e.g. the Athens 2004 Olympic Games*), Conceptours, together with its Principals and their clients, establish evacuation plans.

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When so requested, Conceptours will provide professional security guards, bodyguards and an English speaking physician and nurse.

Prior to the operation of a project, all staff is briefed in detail about all emergency measures, including emergency phone numbers for hospitals, doctors, Embassies, Fire Brigades, etc.

Conceptours will provide its Principals for their approval with alternate plans in the event potential risks related to various fields of operations are assessed.

Problem solving and corrective action measures have historically been always made by Conceptours in a timely fashion or, if circumstances so demand, at the 11th hour. *(e.g. at 01:00AM on June 8th, 2008, the bus owner's Union unexpectedly announced a 24-hour strike. On June 8th, Conceptours had a major client with 450 persons to be transferred from the port of Piraeus to the airport for various departing flights. Conceptours managed to overcome the situation during the middle of the night by contracting public transport buses and thus transferred guests to the airport on time for their departing flights.*

The *type* of risks assessed include: man-made risks (e.g. flight delays, strikes, overbookings, etc.), natural risks (e.g. weather) and political risks (e.g. demonstrations)



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