

2018 Sport Tourism FORE-um Round Table Summary

Table #3 | Managing Event Risk hosted by Angela Kryhul

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Question: What's keeping you up at night?

- Financial resources to host profitable events; uncertainty over government funding amounts and when funds will be received
- Poor risk planning and management
- Lack of time and resources to conduct thorough post-mortems and to put learnings into action
- Damage to brand reputation if something goes wrong during an event
- Poor communication among stakeholders

Anticipating Risk

- Create a risk registry for your event that lists every potential incident.
- Conduct a risk management session/tabletop simulation with all stakeholders including managers, coaches, volunteers, partners and the venue.
- For recurring events, review previous post-mortem notes and recommendations.
- Ask to see your venue's emergency action plan.
- Identify who will speak to the public, media and stakeholders during an emergency.
- Provide your emergency action plan to grassroots stakeholders/participants; ensure they understand why the plan is required.
- Cannabis use: Post signs at the venue stating that tobacco and recreational cannabis use is not permitted; reinforce to staff and volunteers that they are required to be "fit for duty."
- Use waivers as a tool to communicate expectations to attendees.
- During an event, announce behaviour expectations over the public address system.
- Become comfortable with the idea that you may have to suspend, postpone or cancel an event due to unexpected circumstances.

Post-Mortems

- Conduct a post-mortem within a couple of weeks of the event while the details are still fresh.
- Have one person take ownership of the post-mortem process so that they are done in a timely manner and that follow-up/action is taken on recommendations.
- Incorporate lessons learned into future bid documents or hosting guidelines.

