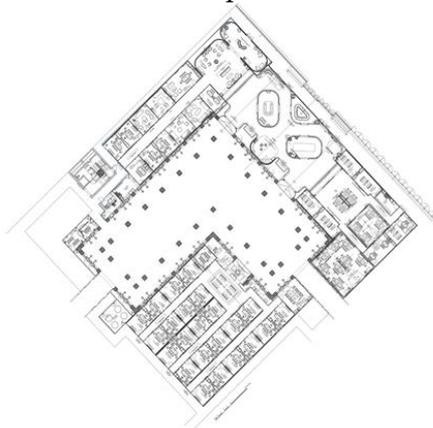**RiskTalk**

An interview with Didier Genier, Institut Suisse de Sécurité Urbaine et Evénementielle

RiskTalk at Salon International de la Haute Horlogerie Genève (SIHH)

What is SIHH?   The SIHH is an annual 5-day event that takes place in January in Geneva, the home of watchmaking. Each year, thousands gather together to uncover new creations and emerging trends in fine watchmaking. In both 2018 and 2019, over 20,000 people attended the show, with more than 400,000 posts posted on social media.

What was the challenge?   In a high-attendance event like SIHH, issues arise that need to be dealt with quickly and discretely. This requires issues to be described quickly, often in great detail. Traditionally, the security staff used walkie-talkies to communicate. The communication was not always the best and issues tended to get missed.

Why did you pick RiskTalk?   The SIHH event generates a large amount of issues in a very small period of time. We needed a tool to allow our security staff to report issues immediately which could then be monitored and acted upon from our control room. RiskTalk was a perfect tool for that. The software was completely customizable.

Despite being indoors, we were able to overlay a detailed map of the floor plan of the event space (Palexpo at Geneva Airport)

so that risks could be plotted at their exact location. The customized map allowed us to visualize the problem areas in real time.

What was your experience using RiskTalk?

RiskTalk gave us a quick and efficient way to communicate among the security team in order to attend to issues as soon as they came up. We hired temporary staff, some had never done a venue like this before. With RiskTalk, the security staff could jump in at the deep end and do the job, while I was able to feel I was in control real-time, seeing and resolving issues as they emerged. Over the course of 5 days, in the 2018 event, more than 150 issues were identified, reported and resolved (30 per day on average). We are extremely happy with RiskTalk in helping with this successful event and we hope to use RiskTalk again for future events around the world.