Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

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1822 - 2022

# INTERNATIONAL TRAVEL HANDBOOK

**Information for those who organise and / or travel internationally on University business.**

**November 2021**

# INTRODUCTION

## International travel is away from the University's direct control and immediate support system.

Your safety and that of anyone travelling with you is of paramount importance to the University. As such it is vital that you prepare in advance to identify and mitigate any safety risks that may arise before, during and even after your time abroad

Whether you are planning a trip abroad for the first time or are a seasoned traveller this handbook helps ensure all trips are planned well to ensure possible hazards are considered and mitigated.

It is essential that you follow the information within this handbook as they directly relate to the International Travel Policy as well as the University Insurer's requirements.

# The key stages in planning an international trip are:

1. Understanding Roles and Responsibilities
2. Planning International Travel / Initial Authorisation
3. Destination Threat Analysis
4. Notification of International Trip
5. Understanding Travel Insurance requirements
6. Understanding participant requirements
7. Completing an International Travel Risk Assessment
8. Communication of information to all participants
9. Record Keeping

## Whilst abroad it is important to then to...

- Follow the controls you have identified in your International Travel Risk Assessment
- Keep up to date and respond to any new or ongoing risks
- In the event of an emergency seek immediate support

# ROLES AND RESPONSIBILITIES

## The following will help you understand roles and responsibilities in complying with the University's International Travel policy.

The **Travel Organiser** is the person responsible for organising the travel aspects of the trip on behalf of the participant(s) and ensuring the requirements of this handbook are followed. In many cases the Travel Organiser will be the individual or one of the participants who is travelling.

Where there is a group of persons travelling **Team Leader(s)** is / are members of staff, who whilst abroad, have responsibility for managing the trip on behalf of all of the participants. The Team Leader may also be the Travel Organiser.

All international trips must be authorised by an **Authorising Manager** before the trip takes place.

The Authorising Manager is someone within the Travel Organiser's University area who has authority to authorise international travel to take place e.g. Head of Department / School, Assistant Dean / Dean.
The Authorising Manager has an important responsibility in that they must be satisfied that the requirements of this handbook have been met before the trip takes place.

The **Health and Safety team** is responsible for supporting all University areas with understanding and compliance with the International Travel policy. Further information can be found on International Travel site **here**.
You can also email:
**healthandsafety@uwtsd.ac.uk**

**Authorisation for international travel will involve a thorough assessment of the risks associated with the destination along with a cost benefit analysis.**

# PLANNING AND AUTHORISATION

## All international travel should be planned sufficiently in advance before the Authorising Manager consents for the trip to go ahead.

**It is strongly recommended that all international trips are planned at least 3 months in advance of the date of travel. It is understood that this may not always be possible but sufficient time to plan is required to ensure a suitable and sufficient assessment of risk can be undertaken.**

The requirements of the international travel policy and this handbook must be followed in all cases whether planned well in advance or at short notice.

The Travel Organiser / Team Leader is to ensure that initial authorisation for the international trip is only given by the Authorising Manager following a cost / benefit and destination risk analysis.

The cost / benefit analysis of the trip will include:

- Understanding what the business case for the trip is, why the trip is necessary and that the outcomes cannot be achieved by other means that do not require international travel.
- Fully understanding and accepting costs associated with the travel and that these are commensurate with the benefits of the trip.
- Costs to be considered include the travel costs but must also consider possible unintended costs such as medical / vaccination / quarantine costs.

The Authorising Manager / Travel Organiser must, in their planning, also consider implications such as staff resource being away from the University for the duration of the trip. This should also consider the wellbeing of staff after returning from the trip eg recovery time at home.

A checklist is provided at the end of this Handbook that is a guide to the steps identified in the international travel policy and this handbook. It is advised that a copy of this travel checklist is completed to ensure all elements of the policy have been considered...

# DESTINATION THREAT ANALYSIS

## To ensure appropriate information / awareness / support is in place consideration must be given in advance to the destination risks.

A fundamental part of travel planning relates to the consideration of risks e.g. security and political threat levels, significant natural hazards and health risks associated with the destination(s). It forms part of the pre-travel risk assessment process and potentially influences the planning and authorisation process.

## Foreign and Commonwealth Office (FCO)

The **Foreign, Commonwealth and Development Office** continually monitor all countries/regions to make sure that the information they provide is up to date. If the FCDO assesses the risk to travellers as too high, they advise against all travel to the area unless on essential business and/or even advise against all travel to some areas.

Travel Organisers and Team Leaders must review FCDO advice for every country / region they are travelling to irrespective of the perception of the safety / security of that country.

For destinations where the FCDO advise against all travel or all but essential travel the University's default position will be not to authorise travel.

### Drum Cussac – RiskMonitor Traveller

In addition to the information provided by the FCDO the University's insurer via a company called Drum Cussac provides access to an online platform, RiskMonitor Traveller.

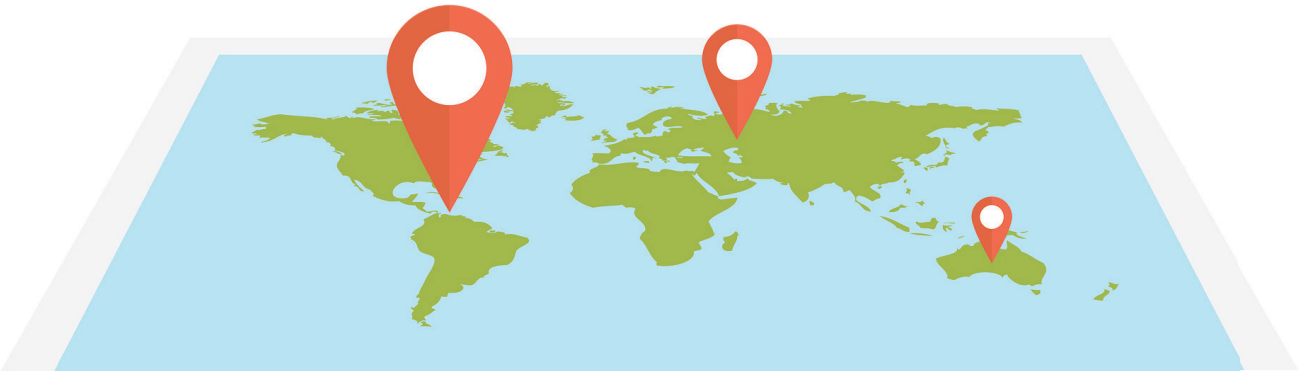
This combines 24/7/365 real-time alerts with country analysis and advice delivered through a single web portal and mobile app, giving UWTSD staff and students valuable information to properly prepare themselves for travel, mitigate risks and provide timely and accurate intelligence with actionable advice when incidents do occur.

### To access RiskMonitor Traveller:

1. Go to **http://www.drum-cussac.net**
2. Enter your University email address
3. A verification email will be sent to your email address to confirm your registration. Check your Junk email folder as it may be automatically directed there.
4. Log onto the Drum Cussac website to review current Travel Advice and alerts for the country you are travelling to. A guide to using this facility is provided here.
5. In addition to the website GlobalRiskManager is available as a mobile app. It is available via both iOS and Android operating systems. It is strongly recommended it is downloaded and used by overseas travellers as a ready means of receiving updates in advance and whilst abroad as well as.

Travel Organisers and Team Leaders must review RiskMonitor Traveller information for every country / region they are travelling to irrespective of the perception of the safety / security of that country.

For destinations where the system identifies the destination country, regions or cities being travelled to have an overall risk designation (or any specific risk categories i.e. Security, Environmental, Infrastructural, Medical or Political) as High or Extreme, the University's default position will be not to authorise travel.



In most cases the destination's overall risk will be Moderate or lower, however information on the region or country must be kept under review at all stages both prior to departure and during the trip.

The international travel risk assessment must be kept up-to-date to reflect the risk. Where the destination risk designation increases pre-travel the University may withdraw authorisation to travel.

Additionally any risks associated with LGBTQ+, disabled, vulnerable or lone female travellers must also be considered.

Guidance can be sought from the FCDO as well as the University insurer's travel risk system. Other sources of information can be obtained **here**.

## Drum Cussac – Travel Prepare

Travel Prepare is an overseas travel e-learning platform that to assist both staff and students prior to travel. There are six training modules available:

- Basic Travel Security Awareness
- Female Traveller Security
- Natural Disasters
- Information Security Abroad
- Avoiding Bribery & Corruption
- Kidnap for Ransom

All participants that travel, whether as an individual traveller or as a Team Leader must complete the Basic Travel Security Awareness course.

Female travellers are strongly advised to complete the Female Traveller Security course.

Other courses are optional but are recommended.

To access the training

1. Visit **https://travelprepare.drum-cussac. net/login/self-registration.php**

2. Enter your '@uwtsd.ac.uk' email address and the re-captcha code and click 'submit'

3. A verification email will be sent. Click the link, add your details and create your password

4. Day to day log in to the platform (once self registration is completed) is: **https://travelprepare.drum-cussac.net**

# TRAVEL NOTIFICATION

## Once authorised all international travel is to be notified via the online form.

Once initial authorisation to travel has been granted, the trip must be logged via the online International Travel Notification form **here**.
It should be completed as soon as practicable after the itinerary is arranged, travel and accommodation arrangements booked and number of attendees known.

The purpose of this form is to ensure the University has up to date records of all overseas trips to support staff and students in the event of emergencies.

# TRAVEL INSURANCE

## The University provides travel insurance to all staff and students travelling on University related work...

The University provides travel insurance to all staff and students travelling on University related work provided all of the significant risks associated with the trip have been identified and included within the International Travel Risk Assessment.

Many countries do not provide medical treatment without proof of insurance so ensuring you can access a copy of the Travel Cover Summary document whilst you are abroad is a key requirement. A copy of can be found **here**.

The UK Global Health Insurance Card (GHIC) lets you get state healthcare in Europe at a reduced cost or sometimes for free. If you have a UK European Health Insurance Card (EHIC) it will be valid until the expiry date on the card. Once it expires, you'll need to apply for a GHIC to replace it.
You can apply for a **GHIC on the NHS website**.

Information on how to contact the University's insurers whilst abroad is covered in the section on Emergency Planning.

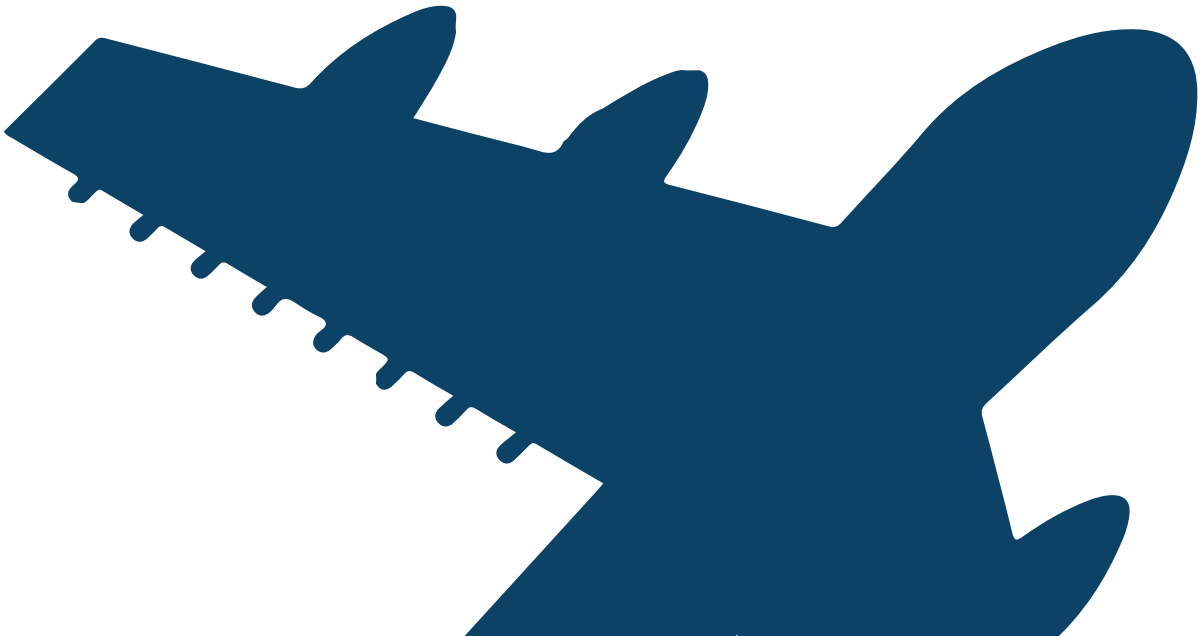
In the event of needing to make a travel claim visit the travel claim forms **here**. Notification of the travel claim must also be sent to **insurance@uwtsd.ac.uk**

### Personal Travel Insurance

If non-University business related activities are being undertaken during participant free time or if participants wish to extend their travel beyond the University related business they will need to arrange Personal Travel Insurance.

This may also be the case if they have any specific medical needs, including what may be considered ongoing routine medical needs such as regular blood tests. See Section on Traveller Needs.

If personal travel insurance is required cover must include repatriation back to the UK.



# PARTICIPANT REQUIREMENTS

## Travel Organisers must ensure all participants have the correct vaccinations and medication in place before travel.

The **NHS Fit for Travel** website lists what vaccinations and prophylaxis are advised as a minimum when travelling to countries. Staff, students and others who are travelling on University related business are required to arrange vaccinations / prophylaxis as per NHS minimum requirements for the destination(s) being travelled to. This should be done at least 8 weeks in advance of travelling.

Some vaccinations and prophylaxis need administering a set time prior to departure date or even in doses which are several weeks apart. You will not be able to enter some countries without proof that you have had correct vaccinations.

Restrictions and even prohibitions may apply to what medication can be taken when travelling overseas. If prescription medicines do need to be taken ensure the prescription are taken as well as the packaging. There is no central repository of information to identify which medications and how much is permitted to enter into one country or another. It will be the responsibility of the Travel Organiser to identify this.

Some airlines also have restrictions regarding what can be carried in hand luggage. Always check before travel and always carry medication in its original packaging.

### Participant Fitness to Travel / Emergency Contacts

When travelling overseas, Travel Organisers and Team Leaders must ensure all participants complete a medical self-declaration form for awareness of any medical conditions, medical protocols or other requirements that could impact their health, safety or wellbeing whilst on the trip. This may include any allergies or prescribed medicines. It is then the responsibility of the Team Leader to understand how these will be managed for the duration of the trip.

Additionally as part of the pre-trip planning the Travel Organiser will need to collate, record and keep a copy of emergency contacts (personal, home, overseas) for all participants.

A single online form is available **here**. for each participant to complete relating to their health and fitness to travel as well as their emergency contacts. Completed forms are emailed to the Team Leader for collation and reviewing.

Any identified issues / concerns are to be considered sufficiently in advance of travel with any required controls included within the International Travel risk assessment.

### Passports / Visas

Ensure the passports for all participants are valid as depending on the destination passports may need to be valid for at least 6 months after travel. Ensure all Permit / Visa requirements have been checked and in place before travel.

# INTERNATIONAL TRAVEL RISK ASSESSMENT

## An International Travel Risk Assessment must be in place for all international trips as this is a pre- requisite for insurance to be in place.

A template is available **here**.
The template must be updated to document the specific hazards associated with the trip.

Where specific destination risks are identified as part of the destination threat analysis these must be addressed within the international travel risk assessment.

Additionally, where specific activities or fieldwork is being undertaken then hazards associated with such activities must also be captured within the International Travel Risk Assessment.

It is the responsibility of the Travel Organiser and / or the Team Leader to ensure the International Travel Risk Assessment is 'suitable and sufficient' to cover relevant hazards. In order for the risk assessment to be 'suitable and sufficient' the written assessment will identify what actions need to be taken prior to travel departure date and/or during duration of the trip, who is responsible and timescale for the action to be completed.

Areas to be covered within the International Travel risk assessment must include the following:

**The Destination Threat Analysis** findings i.e. any relevant matters identified in using information from the FCDO and Drum Cussac RiskMonitor Traveller. This will include risk factors such as:

- Medical requirements including vaccinations and other key health risks
- Environmental matters such as potential adverse weather issues, drinking water safety
- Any security / political matters that may impact attendee safety or compliance with local laws
- Other specific travel risk advice provided for pre-departure, arrival and whilst at the location.
- Any characteristic of individual participants requiring specific consideration

**Activity Hazards** associated with the type of activities being undertaken whilst abroad eg fieldwork.

Whilst abroad an element of dynamic risk assessment will be required to be undertaken by the individual traveller / Team Leader to respond to any changes in circumstances or new risks re identified during the trip. New / emerging risks should be considered in line with updated FCDO / Drum Cussac information.

General International Travel Advice can be found **here**.

# COMMUNICATING ESSENTIAL INFORMATION TO TRAVELLERS

## An important aspect of any international trip will be awareness amongst all of the participants of what to do to ensure their safety as well as others on the trip with them.

The Travel Organiser is to ensure all participants are informed of the significant findings of the International Travel Risk Assessment before travel. Additionally all participants are to receive copies of the basic travel advice provided in this handbook.

All participants are to have completed at least the Basic Travel Security Awareness course available via Drum Cussac Travel Prepare training portal. Other training modules available are optional but strongly recommended where deemed relevant.

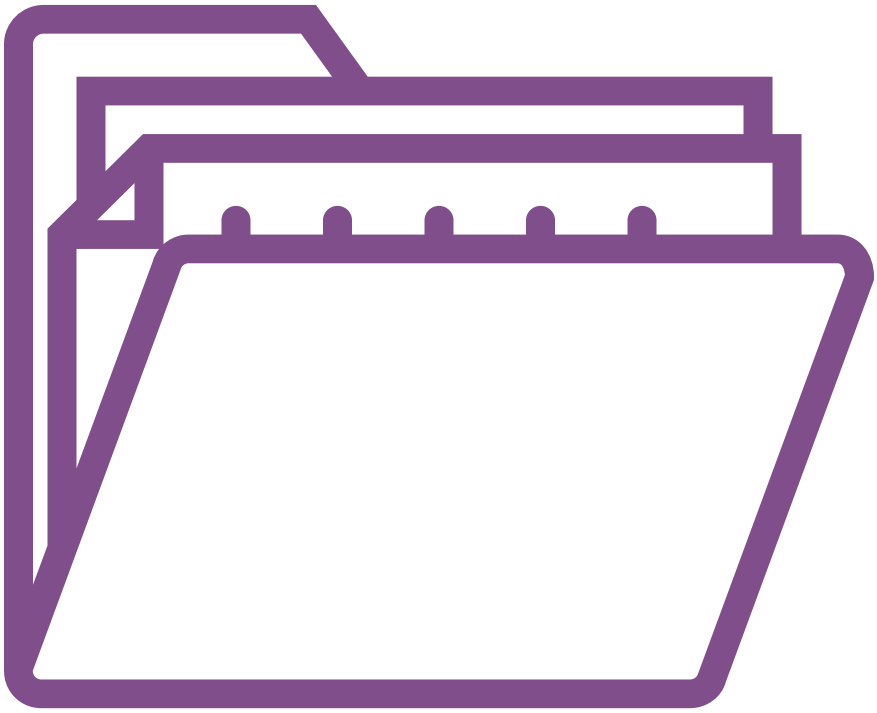
# RECORD KEEPING

**The following records are to be retained within the Travel Organiser / Team Leader University area:**

1. A completed copy of the International Travel Checklist.
2. A completed copy of the International Travel Risk Assessment.
3. Completed copies of the participant medical / emergency contact forms will be automatically emailed to the Team Leader. These forms are also available for review electronically in the event of an emergency.

**It is common for important documents to be lost or stolen. For this reason, it is a very good idea to 'back up' paperwork by creating a digital information pack that can be emailed to yourself. Include:**

1. Completed International Trip Risk Assessment
2. Insurance Cover Summary
3. A log of all Emergency and Contact numbers



# WHILST ABROAD - RESPONDING TO NEW OR EMERGING RISKS

## Whilst abroad the risk variables of your trip may change and you may need to respond to specific events as they unfold.

In such cases participant safety is of the utmost importance and consideration must be given to this ahead of the reason for the trip.

Travellers / Team Leaders are responsible for keeping themselves up to date with local risks through the use of local media, contacts within the country as well as resources such as the FCDO and Drum Cussac RiskMonitor app.

In the event new or emerging risks become serious then the following information on dealing with an emergency when abroad should be followed.

# WHILST ABROAD - DEALING WITH AN EMERGENCY

## Even the most robust pre-planning for overseas travel cannot guarantee that an unplanned event will not occur that requires an emergency response.

In all such instances yours and all other participants' safety is of utmost importance. In the event of an emergency whilst travelling, call Global Response for advice and assistance. This service is operated by a team of multi-lingual coordinators at Global Response in the UK, who can be contacted 24 hours a day, 365 days a year.

**Telephone number: +44 (0)2920 662425**

**Ref: UMAL/029**

**Email: UMAL@global-response.co.uk**

Contact Global Response before incurring any substantial medical expenses or being admitted as an in-patient at any hospital, clinic or nursing home. Do not arrange repatriation without the prior approval. The services available from Global Response include:

- Medical assistance / monitoring
- Guarantees of payment
- Transfers and evacuations to a place of refuge or home
- Arranging for relatives to visit if medically necessary
- Repatriation services
- Lost luggage
- Message relay service following an incident
- Referrals to FCO or embassies
- Security advice

In the event of needing to make a travel claim It is strongly recommended that the emergency contact details are provided to all participants.

Once Global Response has been contacted and their advice followed Team Leaders are to inform their Authorising Manager as soon as practicable of the emergency.

The Authorising Manager will then escalate awareness of the emergency situation as soon as practicable. In serious instances the University's Incident Management Plan may need to be implemented.

# OVERSEAS TRAVEL ADVICE

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| **Flying** | Always keep hydrated, drink plenty of water and avoid drinking too much alcohol.<br><br>If the flight is a long haul flight wear comfortable clothes, try and move around the plane at regular intervals and do some stretching exercises. It is important that you familiarise yourself with the guidance regarding Deep Vein Thrombosis (DVT) so that you know what action to take if you have any concerns after a long flight. |
| **Culture** | During the planning stage of the trip, research local, business, and religious customs of the destination country. These can vary from region to region e.g. dress codes, consumption of alcohol, displays of affection etc.<br><br>Be mindful of restrictions e.g. some countries ban photography / filming. Be conscious of sensitive topics such as politics and religion.<br><br>Be aware that people may be viewed or treated differently to the. The FCDO offers travel advice for LGBTQ+ travellers to different countries. |
| **Eating / Drinking** | Remember water straight from the tap may not be safe to drink in some countries or may have a different mineral content that may cause an upset stomach.<br><br>The types of foods on offer and general hygiene standards, including the style of toilets may also differ around the world.<br><br>Plan for specific dietary requirements particularly those who suffer with severe allergies if not easy to accommodate overseas. |
| **Transport / Travel** | Vehicle condition and the way people drive will vary around the world (this is in addition to knowing which side of the road to drive).<br><br>Try and avoid the more unusual modes of transport (beach buggies, quads, tuk tuks).<br><br>Ask your overseas contact or your local hotel for advice on 'safe' transport e.g. public transport, taxi firms, vehicle hire companies that provide a driver).<br><br>Lonely Planet also provides an overview of the travel infrastructure and advice on arrangements. |
| **Accessibility** | Identify needs prior to departure so reasonable adjustments, where possible can be put in place. As with any trip overseas it is advisable to research the general provision of facilities in the area travelling to. |

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|---|---|
| **Accommodation** | On arrival familiarise yourself with the accommodation / hotel layout including the fire procedures / fire exits. Have you placed your valuables in the room safe?<br><br>Does your hotel room have a secure lock on the door?<br><br>Always secure your room even if you are briefly popping in and out.<br><br>Always keep a note of your accommodation details (address, contact number) just in case you get lost. |
| **Personal Safety / Theft** | Never ever leave your possessions unattended, even for a moment. Opportunist thieves thrive on such situations and it only takes a second to steal your property. Typical examples of this include leaving your property on the beach when you go into the water for a quick dip or leaving something on a table in a club or restaurant when you go to the bar. Ladies handbags have been particular targets for 'snatch' type thefts.<br><br>Never pack money or valuables (cameras, watches, jewellery etc) in your checked-in suitcase when travelling. It is much safer to carry these items on your person or in hand luggage. Airlines do not accept any responsibility (and have no legal liability) for these items in your checked-in luggage. Remember that your luggage is in their control and out of your sight for the entire duration of your flight.<br><br>If your accommodation has a safe, safety deposit box or similar, always use it to protect your cash and valuables. A burglar is usually looking for money and small, valuable items. The average burglar will be unable or unwilling to take the time and effort needed to break into the safe.<br><br>If you are unfortunate enough to suffer a loss or theft always report it to the local police or other appropriate authority. Make sure you get a written report to confirm that you have done this; you will need to produce this to support your claim. If the police will not issue a report obtain the full postal address and telephone/fax number of the police station, the name of the officer and the crime reference number allocated to the incident.<br><br>In the event of the loss or theft of your passport, you must contact the local police and the appropriate embassy/consulate. They will be able to assist you in obtaining the necessary documentation to enable you to return home. |

# International Travel Policy Checklist

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|---|---|
| **Travel Organiser:** | Michaella Batten |
| **Authorising Manager:** | Michaella Batten |
| **Destination Country / Region:** | Victoria vancouver. Canada |
| **UK departure & return dates:** | 5th Jan 2023 - 1st May 2023 |

| | | **Date Completed** |
|---|---|---|
| **Destination Threat Analysis** | FCDO website has been checked for specific travel restrictions in place for the destination country / region / city | 15/12/22 |
| | An account in place for RiskMonitor Traveller to receive destination risk updates prior to travelling and whilst overseas. Any specific destination risks identified incorporated into the International Travel Risk Assessment. | |
| **Planning / Initial Authorisation** | Initial Authorisation to travel by Authorising Manager given based on cost / benefit analysis and Destination Threat Analysis | 8/10/22 |
| **Travel Notification** | Notification of International travel logged | 15/12/22 |
| **Insurance** | Suitable Insurance cover confirmed to be in place for the trip | 13/12/22 |
| **Traveller Requirements** | All participant emergency contact / health forms have been submitted, reviewed and any issues considered through risk assessment. | 6/11/22 |
| | All participant vaccination / prophylaxis requirements checked with evidence obtained | 6/11/22 |
| | All participant passports checked as valid | 6/11/22 |
| | All permit / visa requirements checked and in place | 6/11/22 |
| | All participants completed their Basic Security Awareness Training and other relevant training as deemed relevant | 6/11/22 |
| **Travel Risk Assessment** | International Travel Risk Assessment completed to include specific destination threats, traveller requirements and business / work related tasks undertaken | 15/12/22 |
| **Record Keeping** | A copy of the necessary documents has been retained and easily accessible within my University area | 12/12/22 |
| **Information To All Participants** | Risk Assessment details including basic travel advice communicated to all participants | 15/12/22 |
| **Final Authorisation** | Authorising Manager satisfied that all requirements above have been met. | 15/12/22 |

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