

# University of Warwick

## Travel Risk Management Policy

### Policy Statement

The University has a duty of care for its staff, students and associates<sup>1</sup> when they undertake any activity as part of their studies or work with the University. This includes where individuals travel on University business<sup>2</sup>. In this context, the University will provide and manage the framework for individuals to assess travel risk and to plan and undertake travel, and receive welfare support from the University in the event of incidents and issues that occur during travel.

### Scope of the Policy

Warwick's staff and students travel extensively – nationally and overseas – as part of the University's global connectivity. This document sets out the policy framework through which student and staff welfare is managed when they travel on University business. The University considers the wellbeing of its staff and students to be paramount, and this policy outlines the responsibilities of the University and the individual traveller in this context.

### Who does the Policy apply to?

The policy applies to all individuals including staff, students and associates travelling on University business.

### What does the Policy apply to?

The policy applies to all University travel, regardless of destination, duration or source of funding, undertaken as part of an individual's professional activities, studies or research undertaken as part of their role at the University of Warwick. This policy is aligned to the University's Financial Procedure 16. The policy does not apply to personal holiday travel, even if taken in conjunction with University business-related travel.

### Roles and Responsibilities

The University has a duty of care for its staff, students and associates undertaking travel as part of their role at the University of Warwick. The following have lead responsibility for the application of this duty of care.

The University is responsible for:

- Ensuring that staff, students and associates are equipped to assess and manage the risks associated with any travel that they plan to undertake as part of their role at the University;
- Ensuring that those who travel on behalf of the University have access to assistance in the event of an incident affecting them or their travel plans.

---

<sup>1</sup> Defined as contractors and members of University Committees.

<sup>2</sup> 'University business' is defined as "any activity conducted either in the course of employment or as part of or related to a University course or other University activity that is not purely personal".

Heads of Departments are responsible for:

- Ensuring departmental activities are carried out in compliance with the Travel Risk Management Policy and associated procedures, (Annex 1);
- Ensuring that pre-travel risk assessment processes have been completed (where appropriate) before travel and that any risk mitigation is considered adequate and acceptable;
- Ensuring that there are adequate arrangements to record the travel itinerary for those staff/students who arrange their travel separate from the University Travel Management Companies;
- Assessing and agreeing that any travel to be undertaken is appropriate and offers value for money;
- Establishing and informing staff/students in advance of travel what communication channels will be used for contact during travel. This may be via means such as regular email contact, phone call or text;
- Maintaining up to date and accessible contact information for all staff/students;
- Ensuring that their department remains in regular contact with colleagues or students when travelling on University business/studies via appropriate and pre-agreed channels;
- Liaising with the Institutional Resilience team, as required, in the event of a significant incident where there is risk or actual threat to the wellbeing of a member of the University in the territory in which they are travelling or due to travel;
- Making initial contact with their staff and students in the event of an incident through pre-agreed channels if requested by the Institutional Resilience team;
- Supporting centrally-managed communications to ascertain welfare and to offer appropriate guidance and support in the event of an incident or risk as identified by the Institutional Resilience Team.

Individuals who travel on University business are responsible for:

- Complying with the Travel Risk Management Policy and associated procedures, (Annex 1);
- Not taking any unnecessary risks when travelling on University business or activities;
- Providing their home department with up to date contact and next of kin details;
- Maintaining contact with their home department via appropriate and pre-agreed channels (see below);
- Informing their home department of any changes to their travel itinerary and contact details as soon as practicable;
- Confirming their wellbeing to the University as soon as practicable if contacted to verify safety in the event of an incident;
- Adhering to Government Foreign and Commonwealth Office (FCO) travel guidance.

The Institutional Resilience Team is responsible for:

- Reviewing the effectiveness of and maintaining the Travel Risk Management Policy;
- Developing appropriate procedures and guidance to underpin the policy, where necessary;
- Communicating the policy, and any associated procedures, within the University;

- Providing training and support to colleagues to assist them in the discharge of their responsibilities as detailed in this policy;
- Initiating communications in the event of a heightened risk or incident;
- If appropriate, requesting departments to make initial contact with potentially affected travelling staff and students to ascertain their welfare and to offer guidance and support;
- Escalating to the University Major Incident Team (MIT), where appropriate, for managing guidance, support and communications to travellers and departmental teams.

The Marketing and Communications Team is responsible for:

- Developing, maintaining and implementing the University’s incident management communications strategy;
- Determining the most appropriate method of communication in the event of a heightened risk or incident;
- Drafting and/or delivering agreed communications across all institutional channels, as appropriate;
- Monitoring social media activity relating to a specific event or issue to inform decision making.

### Links to other Policies

Links to useful sources of information and policies related to travelling on University business, such as the Health & Safety Policy, the Field Work Policy, and the University’s Research Code of Conduct, can be found on the University intranet and will subsequently be found within the University Business Travel section<sup>3</sup> of the intranet. These policies and procedures should be taken into account when referring to and complying with the University Travel Policy.

### Maintenance

This policy will be reviewed by the Head of Institutional Resilience (Secretary to Council’s Office) no less than every three years. Any amendments or additions shall be presented to the University’s Steering Committee for formal approval.

<b>Document Control</b>			
<b>Date</b>	<b>Version</b>	<b>Author</b>	<b>Comments</b>
12 July 2016	V1	Ben Pithouse	Initial draft presented and circulated to Travel Task & Finish Group for comment.
12 July 2016	V2	Ben Pithouse	Document-wide changes made following feedback from External Affairs and OfGE.
13 July 2016	V3	Ben Pithouse	Widening of policy to cover UK travel and subsequent creation of UK travel and Overseas travel sections; inclusion of “Definitions” section; clarity of roles and responsibilities; and inclusion of flowchart and travel guidance appendices.
27 July 2016	V4	Ben Pithouse	Document wide amendments made following feedback from and discussion with Associate

<sup>3</sup> To be developed and made available by the Institutional Resilience Team in Spring term 2017/18.

			Director (Communications), External Affairs. Reference to emergency mass-communication notification system added. "Travel Checklist" added to appendices.
21 November 2016	V5	Ben Pithouse	Document wide amendments made following feedback from and discussion with Associate Director (Communications), External Affairs. Reference to emergency mass-communication notification system removed as not believed to add value at this point.
22 December 2016	V6	Ben Pithouse	Amendments made to Incident Contact Flowchart.
26 January 2017	V7	Ben Pithouse	Minor amendments to risk assessment section.
16 February 2017	V8	Ben Pithouse	Document-wide ORMG feedback incorporated.
12 June 2017	V9	Ben Pithouse	Document-wide amendments made following feedback from the Registrar, the Board of Graduate Studies and Academic Registrar's Office.
20 November 2017	V9	Ben Pithouse	Presented to Steering Committee for consideration
27 March 2018	V10	Ben Pithouse	Amendments made to the risk assessment and travel itinerary sections of the processes/procedures following discussion at Steering Committee in November 2017.
23 April 2018	V10	Ben Pithouse	Updated version approved by Steering Committee.

## **Annex 1 – Business Travel Processes and Procedures**

### **UK Travel**

#### Pre-Travel

##### (a) Risk assessment

For business-related travel within the UK, there is no need to carry out a risk assessment.

##### (b) Travel Itinerary

All travellers are expected to provide full details of their planned travel itinerary to their respective home department. This should include transport arrangements and accommodation arrangements, if applicable. Travellers should also provide their home department with their emergency contact phone number. It is the traveller's responsibility to ensure that they submit details of their trip prior to travelling.

Travellers are expected to report any changes to their travel itinerary to their home department.

### **Overseas Travel**

#### Pre-Travel

##### (a) Risk assessment

Prior to travelling, travellers should check the Travel Advice section of the Foreign and Commonwealth Office (FCO) website (<https://www.gov.uk/foreign-travel-advice>) to ensure that there are no advisory warnings that would stop travel. It is the traveller's responsibility to be aware of and monitor this advice.

There are different warning categories in place:

1. FCO advises against ALL travel to...
2. FCO advises against ALL travel to PARTS of...
3. FCO advises against ALL but ESSENTIAL travel to...
4. FCO advises against ALL but ESSENTIAL travel to PARTS of...

Where any of the above advisory warnings are given by the FCO, travellers are required to carry out a risk assessment

([http://www2.warwick.ac.uk/services/gov/riskmanagement/travel\\_risk\\_assessment](http://www2.warwick.ac.uk/services/gov/riskmanagement/travel_risk_assessment)). Risk assessments are not required for all overseas travel; only those trips where a FCO warning is in place.

It is the traveller's responsibility to ensure that this form is completed prior to booking to travel. If colleagues or students require support with completing this form, they should contact their line manager or departmental administrator in the first instance.

Risk assessments should be signed off by the person authorising the travel, or nominee, and copies of completed forms must be retained by the traveller's home department until such a time as dictated by the University Records Retention Schedules - [http://www2.warwick.ac.uk/services/gov/informationsecurity/recordsmanagement/hei\\_rrs\\_full\\_version\\_-\\_revised\\_260816final.pdf](http://www2.warwick.ac.uk/services/gov/informationsecurity/recordsmanagement/hei_rrs_full_version_-_revised_260816final.pdf).

If, prior to sign-off by the person authorising the travel, or nominee, the identified risks are considered too great, consideration must be given to cancelling or postponing the trip.

#### (b) Travel Itinerary

If a traveller utilises the services of the University's Travel Management Companies (TMCs) to arrange their travel, they are not required to provide details of their trip to their home department, unless requested to do so. However, if a traveller does not use the TMCs and, instead, books the trip independently, they are required to provide details of their trip with their home department prior to travelling. The information provided should include:

- Emergency contact details
- Country / region of travel
- Dates of travel
- Flight details
- Accommodation details

Travellers are expected to report any changes to their travel itinerary to their home department.

Departments are responsible for ensuring that adequate arrangements are in place for the capture of this information. Departments may be asked to share this information with the Institutional Resilience Team in response to an emerging or actual incident.

#### (c) Insurance

All travellers are expected to download and familiarise themselves with the University's travel insurance pack from the Insurance Services webpage prior to travelling (<http://www2.warwick.ac.uk/services/finance/insurance/keypolicies/traveloverseas/>).

Anyone travelling on non-University business or undertaking any activities that fall outside of typical University business will not be covered by University insurance. Whilst the University's travel insurance allows for an amount of personal holiday when taken in conjunction with the business trip, it is the traveller's responsibility to ensure that they are adequately insured for all aspects of their trip. Travellers should note that they may not be covered by University insurance if they travel to territories covered by the FCO categories listed above. If in doubt, travellers are encouraged to contact the Insurance Services Team to seek clarification regarding insurance cover.

#### (d) Inoculations

It is the traveller's responsibility to ensure that they have received all relevant inoculations prior to travelling (or have obtained recommended travel medication). The NHS Travel Health website (<http://www.nhs.uk/livewell/travelhealth/Pages/Travelhealthhome.aspx>) provides information on

the vaccinations and travel health precautions required when travelling overseas. If travelling on University business, the costs of relevant inoculations will be reimbursed by the University.

(e) Country-specific travel documents

The CIBT website (<http://cibtvisas.co.uk/>) should be consulted for information on visa requirements. More information on using this service can be found on the Insurance Services website ([http://www2.warwick.ac.uk/services/finance/procurement\\_and\\_insurance/approved\\_suppliers/contractcontracts/travelservices/usefulinformation/#CIBTVisaServices](http://www2.warwick.ac.uk/services/finance/procurement_and_insurance/approved_suppliers/contractcontracts/travelservices/usefulinformation/#CIBTVisaServices)).

(f) Country-specific briefing and event planning

The International Student Office and the Student Recruitment, Outreach and Admissions Service (SROAS) may be contacted to:

- Provide country-specific briefing, if relevant
- Provide useful contact details, if relevant
- Set up any student recruitment or institutional partnership meetings, if appropriate and relevant.

The Marketing and Communications team may be contacted to report on alumni engagement activities overseas, and discuss if there is any alumni engagement work that may be appropriate to organise.

In addition, the Diversity and Inclusion team is able to offer further information about country-specific attitudes towards protected characteristics, e.g. disability, sexual orientation, gender reassignment, etc. <http://www2.warwick.ac.uk/services/equalops/so/travellingabroad>.

(g) Pre-travel checklist

All travellers are encouraged to complete the pre-travel checklist (Appendix A) to ensure they have completed all actions identified here prior to travelling. There is no requirement to submit copies of completed checklists.

During travel

All travellers are asked to ensure that they remain in contact with their home department via pre-agreed means. Travellers are also asked to inform their home department if they become aware of any situation where their welfare may be at risk, and to respond as swiftly as they can to any communications from the University alerting them to potential risk and seeking confirmation of their welfare.

When incidents or risks occur

Where the University identifies a risk or incident of significant depth or extent that requires urgent or mass action to verify welfare and offer support, communication will be coordinated by the MIT. Departmental teams will be asked to engage directly with the MIT via the Institutional Resilience Team to provide support if necessary.

Appendix B summarises the process for contacting students and staff, which is also detailed here:

### *Initial contact*

This contact will usually be made, in the first instance, by the traveller's home department and is intended to verify the traveller's welfare and signpost individuals to support services available to them within the University or in the territory where they are travelling.

The Institutional Resilience team will contact Heads of Departments (or nominated deputy) to verify if they have staff or students in the affected territory (as per the itineraries submitted via Insite) and advise on contact. Guidance on what to include in initial communications is detailed in Appendix C.

Travellers are asked to respond to any instruction contained within contact messages as soon as possible.

To ensure that the University has a comprehensive record of when individuals have been contacted, departments are requested to inform the Institutional Resilience team, via [businesscontinuity@warwick.ac.uk](mailto:businesscontinuity@warwick.ac.uk), when messages are sent out.

### *Further support*

Where an incident of significant depth or extent occurs or risk to the welfare of University of Warwick staff/students/associates is identified, and/or where an individual requires specific support<sup>4</sup> from the University during travel, the Institutional Resilience team will assume a central co-ordinating role.

Dependent on individual circumstances, the support that travellers can expect from the University will include, but will not be limited to, medical evacuation/repatriation (via the University's insurers); assistance with finding alternative accommodation/flights etc., and; financial support for emergency/essential changes to travel plans. All requests for support will be considered individually and the University's response will be based on reasonableness, as determined by the MIT at the time of the incident.

Home departments will continue to be involved in the University's response. Additional support will also be provided by Wellbeing Support Services, Human Resources, Marketing and Communications and other teams where appropriate or required.

### Post-travel

Travellers are asked to provide feedback to the University on any aspect of their trip that the University could have influenced or supported differently, e.g. booking processes, notifications etc.

---

<sup>4</sup> To be escalated by the home department to the Institutional Resilience Team.

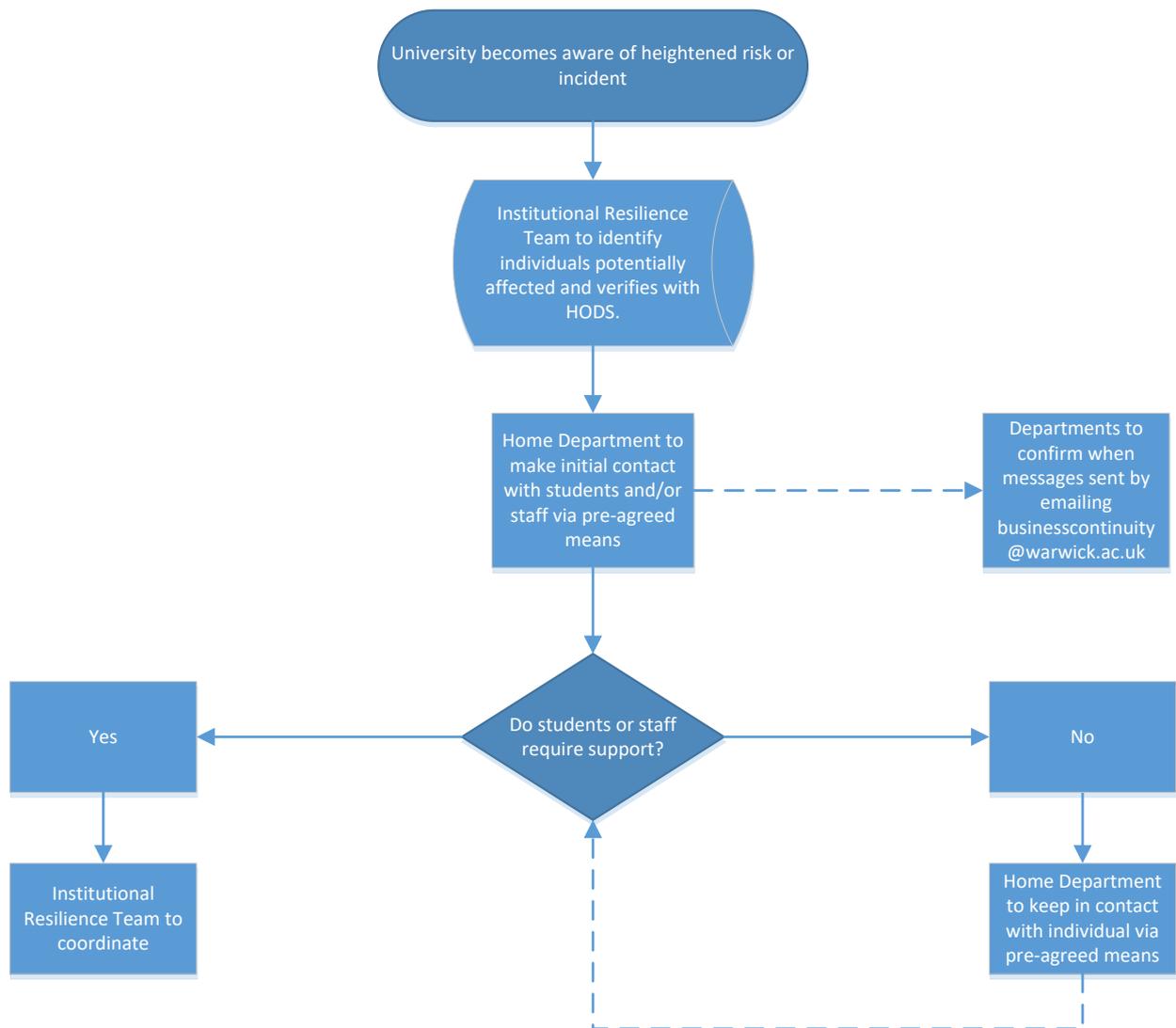
## Appendix A – Pre-Travel Checklist

*This checklist is intended to support comprehensive overseas travel planning by individual travellers and their departments.*

	Yes	No
In line with the University's commitment to reducing its carbon footprint, have you chosen the most appropriate method of travel?		
Have you consulted the FCO travel advice website for the country/territory to which you are travelling?		
If applicable, has a risk assessment of travel and work activities been completed?		
If applicable, have any lone worker or field work issues been adequately addressed?		
If applicable, has an up-to-date itinerary of your trip been logged with your home Department?		
Have you provided your home Department / the University with your up-to-date emergency contact details?		
Have you obtained a copy of the University's business travel insurance and medical emergency contact details? Do you understand what the insurance covers?		
Have you received all necessary inoculations appropriate for the territory that you are visiting?		
Have you ensured that you have all necessary country-specific documents prior to travelling?		
Do you know whom to contact to receive medical, legal, consular and local assistance while overseas?		

If you have answered "no" to any of the above, it is recommended that you seek further advice.

## Appendix B – Incident contact flowchart



## **Appendix C – Guidance for initial message to verify welfare and offer initial support**

Departments should contact individuals using pre-agreed channels at the earliest opportunity once aware of or notified of a heightened risk or incident by the Institutional Resilience Team.

Please consider the following key points in initial communications and copy the message to [businesscontinuity@warwick.ac.uk](mailto:businesscontinuity@warwick.ac.uk) for monitoring and escalation in case of the need for further support:

- Recognition of what we understand to have happened;
- Ask them to make contact to a clearly designated email account/phone number to verify wellbeing and, if necessary, request support;
- Give out of hours contact number (Security Gatehouse – telephone +44 (0) 24 765 22222) to use in the event of an emergency;
- Outline support services available within the University (see below);
- As per guidance provided by the Institutional Resilience Team, outline any specific actions being taken by the University to provide direct support, and/or outline location-specific support from British Embassy / Consular staff;
- Advise on follow-up steps – whether there will be further email or phone contact.

In the event of an individual reporting that they are in distress and / or require support, this should be reported to the Institutional Resilience Team immediately (07469 020 716).

In the event of an individual not responding to this initial call or message within a reasonable timeframe<sup>5</sup>, this should be reported to the Institutional Resilience Team.

### University sources of support

#### **Personal tutors**

Should this incident be likely to have an impact on a student’s academic study, they are advised to contact their personal tutor. The role of the personal tutor is to provide general academic progression advice, and to signpost students on non-academic issues, referring to other services as required.

#### **Wellbeing Support Services**

The Wellbeing Support Services team provides advice and practical help where possible, and helps manage emergency and crisis situations impacting on students and staff. Staff and students can contact Wellbeing Support Services via telephone on +44 (0)24 765 75570 (internal 75570), or email [studentsupport@warwick.ac.uk](mailto:studentsupport@warwick.ac.uk).

#### **Campus Security**

The University’s Campus Security team operates a 24/7 service throughout the year. They can be contacted out of hours or in an emergency in order to offer immediate support or referral to appropriate support services via telephone on +44 (0)24 765 22222 (internal 22222).

---

<sup>5</sup> “Reasonable timeframe” will be dependent on a number of factors, including, but not limited to, time zones, travelling time and internet/mobile phone coverage.

**Immigration advice**

If immigration advice is required, please contact +44 (0)24 765 75229 (internal 75229) or email [immigrationservice@warwick.ac.uk](mailto:immigrationservice@warwick.ac.uk).

**Residential Life Team**

Students living on campus can access support via Resident Tutors based in campus accommodation. They help with a wide range of issues, and will refer to other services if relevant.

**The Chaplaincy**

The Chaplaincy is home to Christian, Jewish, and Muslim chaplains who provide pastoral and spiritual care to all members of the University community, of all faiths and none. The Chaplaincy can be contacted via telephone +44 (0)24 765 23519 (internal 23519) or email: [chaplaincy@warwick.ac.uk](mailto:chaplaincy@warwick.ac.uk).

**University Counselling Service**

The University Counselling Service provides an opportunity for students and staff to access professional therapeutic counselling so that they may better develop and fulfil their personal, academic and professional potential. For contact details and a wide range of on-line resources: [go.warwick.ac.uk/counselling](http://go.warwick.ac.uk/counselling)

**Students' Union Advice Centre**

The Students' Union Advice Centre offers independent, free and confidential advice to all Warwick students on housing, academic, immigration and financial issues. The Advice Centre can be contacted via telephone +44 (0) 24 765 72824 (internal 72824) or email: [advice@warwicksu.com](mailto:advice@warwicksu.com)

For information on other Support Services, please see: [warwick.ac.uk/supportservices](http://warwick.ac.uk/supportservices).