LONDON METROPOLITAN UNIVERSITY

Travel and Off-site Work Safety Policy

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1. Introduction

Travel and off-site work are an important part of the University's teaching, research and professional activities. These activities can present different risks to those normally encountered on University premises and therefore require appropriate planning and management.

This policy sets out the arrangements for managing travel and off-site work to help ensure that health and safety risks are identified and controlled and that staff and students can undertake these activities safely.

The level of planning and control required will depend on the nature of the activity, the location, the people involved and the level of risk. All staff and students involved in travel or off-site work are expected to follow the requirements of this policy and contribute to maintaining a safe working environment

2. Scope

The purpose of this policy is to set out London Metropolitan University's procedures to manage Health and Safety during travel for university business and off-site work and to put in place appropriate procedures and control measures which are commensurate with the risks identified.

This policy applies to all work-related off-site visits carried out by employees and students of the University at all levels.

This policy draws much of its content from the document 'Higher Education Sector Guidance on Health and Safety in Fieldwork and Travel' (USHA 2018).

This policy applies to international and domestic business travel. Please see the Academic and Work Placements for Students Policy covering extended work at host organisations.

Refer to Travel and Expenses Policy for more information on the university's recommended Travel Management Company and expenses allowances.

Please contact insurance@londonmet.ac.uk if you have pre-existing medical condition, your doctor advises you against travel, you intend to participate in sporting activities as a part of your travel or have other questions about insurance. While sporting activities may constitute a part of off-site activities, they are not covered by the University's insurance.

For this policy, any work carried out by staff or students for the purposes of teaching, research or other activities while representing the university off-site can be categorised as:

- Business meetings, including partnership visit
- Conference participation, including externally funded activities
- Exchange programmes
- Research trips – collection of non-physical data off-site (e.g. surveys, taking photographs, making drawings, etc). This also includes research leave abroad and temporary working from another country while maintaining the UK as your main residence.
- Study trips – educational visits to a host organisation
- Fieldwork – collection of physical samples for research off-site (e.g. collecting

plants, food/water samples, etc)
- Sabbaticals

3. Roles and Responsibilities

The ultimate responsibility for safety during business travel and off-site work is within the University Senior Leadership Team (SLT).

3.1 Deans of Schools / Directors of Professional Services Departments

- Ensure compliance with this policy within the area of their responsibility.
- Review and approve/reject travel or offsite work requests from staff and student within their School or Directorate.
- Seek further approval for the proposed travel from SLT, as required. Inform the primary traveller in writing if the travel or offsite work is approved and can be booked or was not approved.
- Ensure that the staff undertaking/leading the travel or offsite work are competent and have received relevant training, knowledge and experience.
- In case of emergency, the Dean/Director is responsible for facilitating communication between parties. This includes obtaining emergency information for staff (from HR) and students (from SITS).
- Undertake the role of the London Met Contact in the UK (see 2.3) where required.

3.2 Managers (Senior Manager or Line Manager of the traveller, Academic Supervisors)

All managers have a responsibility to implement this policy and to make sure their staff are aware of it and understand it. Managers should also:

- Review and approve (if appropriate) plans for travel and off-site work for their direct reports at the earliest opportunity, before seeking the Dean/Director's approval.
- Ensure that a suitable and sufficient risk assessment has been completed, see guidance in section 3.
- Where students are the Primary/Independent traveller (e.g. for research or study activities, other than organised work and academic placements), the academic supervisor / research supervisor or a Study Abroad Team is responsible for conducting the risk assessment and assisting the student with completion of required documentation and approval requests.
- Undertake the role of London Met Contact in the UK (see 2.3) where required.

3.3 London Met contact in the UK

This is a London Met member of staff remaining in the UK who will be the emergency point of contact. The role will usually be taken by a line manager or Dean / Director for the primary traveller.

- Agree and follow a contact and communication plan to maintain regular contact (according to the schedule set in Emergency Response Plan) with the primary traveller and other travel participants.
- Act as a check-in point for the primary traveller at pre-agreed check-in times.

- If a check-in is missed or if an event occurs that raises concern (e.g. reports of incidents in the destination country/region or affecting transport to/from the destination), attempt to establish contact with the primary traveller, relevant in-country contacts, or other travel participants.
- Enact the emergency crisis response plan and escalate to relevant management team if the contact is lost or there are other emergencies (See section 10).

3.4 Fieldwork Leader / Primary Traveller / Independent Traveller

Fieldwork Leader is the member of staff who is leading a trip with multiple participants (usually students).
Primary Traveller is a staff member or a student leading a trip with other peers.
Independent Travellers can be staff or students and have the same responsibilities as Fieldwork Leaders apart from the need to supervise other parties on the trip.

Fieldwork Leaders, Primary Travellers and Independent Travellers should:

- Conduct a suitable and sufficient risk assessment (see section 3) and ensure that all precautions are observed for the duration of the trip. Whilst some activities during the trip may be organised by third parties (tour operators, host organisations) the overall duty to ensure the safety of the travel and off-site work remains with the Fieldwork Leader / Primary Traveller / Independent Traveller. **Consider the needs of persons with known disabilities and encourage students and staff to disclose any disabilities or concerns (see section 6).**
- Communicate detailed knowledge and ensure understanding of safety measures/ emergency plans by other members of the travelling team. Ensure efficient communication between all parties before, during and after the trip. This includes provision of a Travel Pack and Emergency Response Plan to all international travellers.
- Ensure that control measures identified are implemented, monitored, and reviewed, alerting the H&S team if the risk level increases, e.g. in the case of unexpected emerging geopolitical situation, natural disaster, local emergency in a previously ‘low risk’ region.
- Ensure that insurance is in place for all participants.
- Remind all participants prior to travel to ensure their emergency contact and next of kin details are up to date with HR or the School, as applicable.
- Ensure that the level of supervision is adequate for any given situation, and to make necessary adjustments to itineraries in the interests of safety, including, where necessary, cessation of an activity.
- Allocate a competent person to lead each sub-group where groups are subdivided during the trip and off-site work. Delegate explicit responsibility to the leader of each sub-group to know the total number and identities of the travellers they are responsible for supervising.
- Keep records of all documentation relevant to the trip for auditing purposes for a minimum of 5 years.
- Provide Line Managers, course leaders or other designated London Met Contacts in the UK with travel information and ensure their London Met Contact in the UK and a representative in the host country knows how and whom to contact at the University in case of emergency (see section 10).

3.5 Travel and off-site work participants

It is the responsibility of all participants undertaking off-site work or travel to:

- Ensure their emergency contact and next of kin details are up to date with HR or the School as applicable prior to travel.
- Follow any instruction given by a Fieldwork Leader/Primary Traveller and to bring any questions or problems, particularly those of understanding, to the attention of the Fieldwork Leader or the Primary traveller.
- Acknowledge their own responsibilities for the health and safety of both themselves and others.
- Understand the authority and responsibilities of the Fieldwork Leaders/Primary Travellers or any other designated supervisors in relation to safety.
- Seek advice from their GP on their fitness to travel and arrange any required vaccinations and medications for the duration of their travel.

3.6 Finance Team

The Finance team ensures that up to date travel insurance available and provides advice on the applicable travel insurance scheme.

As per Travel and Expenses Policy, all travel bookings for staff and students must be completed through the University's Travel Management Company (TMC). In rare circumstances, if bookings outside of the TMC are needed, these must be approved by the Dean/Director as it may involve an excess payment in the event of a claim.

3.7 Health and Safety Team

The H&S team provides advice on the travel and off-site work risk assessment and appropriate control measures. It is necessary to have risk assessments for travel (See section 3) approved by the H&S team before the travel or off-site work is undertaken.

4. Procedures/ Key Requirements

4.1 Risk assessment

It is vital that all travel and off-site work is planned sufficiently in advance of the intended departure to allow the institution to consider the proposal in suitable detail and approve it an appropriate level. Apart from exceptional circumstances, **international travel requests must be submitted a minimum of eight weeks prior to a proposed trip** taking place.

The purpose of the international travel, together with a summary of its associated activities and expected outcomes, should be clearly established at the planning stage. This summary of the work travel should form a part of an **activity description** and explicitly identify:

- The purpose of the proposed travel and value of expected outcomes.
- The proposed travel team and as many of the participants as possible at that stage.
- All permissions required in advance and ensured that they are obtained.
- Any relevant legislation of the country in which the travel is taking place (if applicable).

- An outline plan itinerary
- Travel costs (including health and safety requirements such as training and equipment etc.) to assist in the preparation of financial approval.

Where appropriate, whether a preparatory visit should be made to the off-site location so that an evaluation of local facilities and services with regards the needs of the participants.

A suitable and sufficient risk assessment must be completed for all travel and off-site work activities. To be suitable and sufficient, the risk assessment must clearly identify what further action needs to be taken before the activity proceeds, how and by whom the actions will be taken, and it should detail the timescale for outstanding action to be completed. Care should be taken to ensure that all strict legal requirements under specific regulations are covered in the same risk assessment process. It may be possible to utilise the risk assessment to consider other aspects, such as ethical or environmental risks. Please follow Risk Assessment Policy for more details.

Completed Risk Assessments must be retained for five years and reviewed on completion of the off-site work so that they can be amended for future off-site work activities (if repeated) and any lessons learned can be captured.

4.2. Travel within the UK

University insurance will normally cover off-site work in the UK, travel insurance may be required for overnight stay and high-risk activities. (Note It is the responsibility of anyone driving as part of offsite work (including initial journeys to and from to other travel hubs such as airports / train stations) to ensure that their insurance policy covers driving for work or add this to their insurance policy prior to travel).

Advice regarding insurance arrangements should be sought from insurance@londonmet.ac.uk where required.

In the event of an emergency within the UK, travellers should contact the emergency services by dialling 999.

When planning UK travel or off-site work, staff and students must follow the requirements set out in sections 5 and 6 of this policy and obtain the necessary approvals before travel.

For visits to UK venues/outdoor activities (incl. conference participation, career fair, business meeting, etc.) please complete UK Travel and Off site Work Risk Assessment.

4.3 International travel

The University Sanctions Policy prohibits travel to countries subject to sanction. Further details can be found in Section 4.1 of that policy.

All international travel be agreed in principle with the primary traveller's line manager and the Dean of School/Director of Professional Services Department.

London Metropolitan University takes a risk-based approach to the authorisation of international travel. Fieldtrip Leaders/Primary Travellers must carry out a risk assessment, complete an Emergency response plan, and a participant information

form and submit them sharing links via the International Travel Request Form at the earliest opportunity (at least 8 weeks before travel).

The University is not required to disclose any personal details relating to travellers' protected characteristics. However, they must be assessed, and appropriate mitigations and controls must be put in place before travel can occur.

Upon submission of the Travel Request Form, the information provided will be reviewed by the H&S Team and further clarification may be requested. Approvals from Dean/Director will be requested on your behalf. Only on receipt of all approvals may you proceed with booking arrangements.
Additionally, all international travel participants must receive from the Fieldwork Leader / Primary Traveller a copy of the travel pack and the Emergency Response Plan and keep them accessible.

The H&S Travel and Off-Site Work Safety pages outline the approval process for international travel for staff and students. If a member of staff organises a trip for students, there will be no need for a separate request by students.

4.4 China Partner Institutions (including Flying Faculty)

Recognising the recurring nature of partner institutions and Flying Faculty activities in China, a proportionate, risk based approval process will be applied with effect from **15 October 2026.**

A location specific Risk Assessment and Emergency Response Plan (ERP) has been developed and approved for each Flying Faculty location in China.

- Guizhou University - Guiyang, China
- Harbin Engineering University - Heilongjiang, China
- Xi'an University of Posts & Telecommunications, Xi'an, China
- Xi'an Medical University - Xi'an, China
- Yanshan University - Qinhuangdeo, China
- Xianyang Normal University - Xianyang, China
- Shanghai University of Chinese Medicine - Shanghai, China

These documents shall be retained by the University and reviewed periodically, or sooner where there are significant changes to the location, activities, or identified risks.

For each trip, the Primary Traveller shall complete a Travel Participant Form covering any individual factors that may affect the safety, wellbeing, or suitability of participants to undertake the travel. This may include, but is not limited to:

- fitness to travel and fly
- relevant medical conditions or health considerations
- planned activities outside the core Flying Faculty programme and
- any other individual circumstances requiring additional controls or support arrangements.

On receipt of the International Travel Request, the Health and Safety Team shall review the submission and confirm that all required documentation has been completed. Where satisfactory, the Health and Safety Team will provide the traveller with the approved location specific Risk Assessment and Emergency Response Plan and confirm any additional control measures required before travel.

4.5 Off-site work by distance learning students in their country of primary residence.

Distance learning students who are already located in their country of primary residence should follow the domestic travel requirements. Please contact insurance@londonmet.ac.uk and hszone@londonmet.ac.uk for advice on insurance and risk assessment requirements.

4.6 Appending Annual Leave to Business Travel

Staff may request that personal trips be arranged immediately prior to or following a business trip. London Met acknowledges that whilst this can help to improve individual work-life-balance, it can increase the exposure of risk to the University.
Where this is planned, it should not increase the risk of the trip, the primary aim of the trip should be business, it should not incur any additional cost to the University, the length should be reasonable, and it must be clearly defined in the itinerary and approved as appropriate.
The University's Travel Insurance does not cover annual leave abroad – please ensure you have your own personal travel insurance for this.

Please refer to the Incidental Holiday section of the Travel and Expenses Policy for further information on insurance application with regards to combining holidays and business travel.

5. Information, Instruction and Training

5.1 Competence

Fieldwork leaders, Primary travellers, independent travellers and participants working off-site need to be competent to plan and undertake off-site work and travel safely. Competence in this context is defined as being not only an appropriate combination of knowledge, experience, and qualifications, but also being able to acknowledge one's own limitations.

The Dean of School/Director of Professional Services Directorate should be satisfied that the Fieldwork Leader / Primary Traveller has the personal capability and competence to lead, especially under possible adverse conditions, and has sufficient awareness of their obligations to those under supervision. Training to BS 8848 standard is offered to all staff and available on MyLearning.

The Fieldwork Leaders and participants' competence should be analysed as part of the approval (by the Dean/Director) and risk assessment process (by the H&S team reviewing the risk assessment) and should be commensurate with the risk.

Some off-site work and travel risk assessments may identify a need for first aid trained personnel and, in some cases, other formal qualifications may have to be sought.

5.2 Supervision

If down time (personal entertainment activities) is permitted during the travel, consider insurance implications, reputational risk, and supervisory resources. Down time should be minimised during undergraduate off-site work and travel. It is prudent to note that, if

a serious incident occurred during down time, it is likely to be linked to the institution in the eyes of the public and by media coverage.

Independent travellers/Primary travellers should have some form of supervision, the level of which would be dependent upon the risk. The level of indirect supervision should be agreed by the supervisor and participant prior to the off-site work/travel commencing. The Emergency Response Plan has a section outlining communication arrangements between travellers and their contact at London Met.

5.3 Health & Medical Issues

When planning work travel or work off-site, the need to maintain the health of participants must be considered. This may require referring to specialist providers to provide advice necessary to manage individuals' health concerns.

As part of the risk assessment, an assessment of the health hazards associated with the off-site work should be undertaken. These hazards may include, for example, the prevalence of certain diseases and parasites. The assessment should also detail any vaccinations and minimum capabilities expected of fieldworkers or trip participants such as physical fitness.

Participants should contact their GP for medical advice. Students might also liaise with the DDS. Occupational Health advice might also be sought for staff, where needed. Travellers may need a health assessment. This assessment should cover the effect of the proposed work and travel on health and whether the off-site worker/ traveller is fit for the work that they are going to do. For example, are there any pre-existing medical conditions that may preclude them from participating in or be exacerbated by the fieldwork? Do they have a long-term/debilitating condition requiring medical treatment and additional medical arrangements? Is additional medical travel insurance required for the trip? Any such assessment must be carried out by a suitably qualified medical practitioner. Any costs incurred by staff for vaccinations required for international travel for work can be claimed back on expenses.

Staff and students who are pregnant may not travel overseas after the eighth week prior to the expected date of birth. If they are travelling after 20 weeks, a doctor's agreement must be obtained.

5.4 Mental Health

According to the WHO *'travellers face separation from family and familiar social support systems and must deal with the impact of foreign cultures and languages, as well as bewildering, unfamiliar threats to health and safety.*
Coping with high levels of stress may result in physical, social, and psychological problems. Those who encounter a greater range of stress factors may be at greater risk for psychological problems. Under the stress of travel, pre-existing mental disorders can be exacerbated. Furthermore, for those people with a pre-disposition towards mental disorder, such a disorder may emerge for the first time during travel' (WHO 2015)

This increase in stress factors may also lead to the surfacing of more complex mental health issues such as depression, self-harm, and suicidal thoughts. The presentation and subsequent management of these may be significantly influenced by the available standard of healthcare, together with cultural and language related constraints. As a result, the incidence of evacuation and repatriation for mental health issues is much

higher when compared with other medical considerations.

Standards of healthcare vary considerably around the world and should be reflected in the risk assessment form as should the identification and declaration of pre-existing medical/ health conditions. Discussions with participants who have disclosed a mental health condition should take place with the Field Trip Leader/ Primary Traveller and Line Manager, so all relevant stakeholders are aware of the risks involved and the support needed to control and mitigate those risks. Staff can seek advice and guidance from the Employee Assistance Programme (EAP) while students should reach out to Counselling and/or Disabilities and Dyslexia Service (DDS) team on this topic.

Travellers should research information about their destination, including location specific health and safety considerations along with the support measures suggested/available. Mental health issues may manifest themselves during travel because of the changing social and physical environment, which may be exacerbated by new experiences or exposures that may be difficult to process.

Travellers may therefore feel the need to disclose previously suppressed feelings and emotions, and undeclared pre-existing mental health issues may be brought to light. However, consideration should be also given to participants where mental health is often hidden due to being stigmatised.

Travellers can be influenced by others or have their own motivation for participating which can influence their judgement and risk-taking behaviours. Alcohol and substance misuse, and misbehaviour by travellers will increase the level of risk to the individual as well as others.

Following resources are available for staff and students to support their mental health:

- Raising a Safeguarding Concern for Mental Health Concerns where there is harm or neglect to themselves or others.
- Student Services – for student's initial concerns, not only about mental health
- TalkCampus – free support for student mental health
- Employee Assistance Programme (EAP)

5.5 Disabled participants on trip and off-site work

Staff and students who are disabled must not be put at a substantial disadvantage compared to non-disabled participants. To achieve this, Fieldwork Leaders / Primary Travellers have a duty to make reasonable adjustments to enable disabled participants to participate in the travel and off-site activity if, without such adjustments they would be excluded or experience barriers to participation. This duty is 'anticipatory' which means it should be considered during the assessment of the off-site work/travel (i.e. well in advance) and not as a reactive process.
Reasonable Adjustments may not be possible where elements of off-site work are a core competency of the assessment criteria. This should however be discussed with the Course Leader and Disabilities and Dyslexia Service (DDS) Officer for students and the Line Manager and Occupational Health Service for staff.

The only exception to this would be if the decision not to make adjustments is based on evidence that it is a proportionate means of meeting a legitimate aim. For example, the costs of the adjustments might prevent the off-site work/travel from taking place, thereby disadvantaging all participants or affecting the activity outcomes. Similarly, it

might be justifiable to restrict the activities of a disabled participant, in whole or part, if their safety or the safety of others would be compromised.

Staff should be aware of students' disabilities and/or health requirements through their INAR. Additional advice and guidance though should and can be sought from the DDS in conjunction with the student.

Off-site work participants/ travellers must be provided with an opportunity to disclose and share disability-related concerns with the Fieldwork Leaders, in confidence. On disclosure of a disability, reasonable adjustments should be implemented that support the participant and the travelling team involving DDS (for students) or Occupational Health (for staff) for additional advice and guidance.

5.6 Third Party Providers

London Met is obliged to ensure that any third-party provider has considered the health and safety implications of its activities and their potential impacts on the institution and its off-site workers and has identified and controlled risks.

Formal vetting of contractors is normal practice in the UK and at London Met. However, overseas many local contractors may not be used to their safety arrangements being questioned. It may be necessary to use a variety of techniques to establish confidence in a third-party provider. The level of due diligence required will depend upon the individual circumstances of the off-site work/ travel. For example, off-site work carried out over a week in which travel and accommodation are provided by a well-known and reputable UK based travel agent would require far less effort to demonstrate due diligence than six months of data gathering fieldwork in remote area where such arrangements are being made by local agents overseas.

In the vetting of third parties, Fieldwork Leaders / Primary Travellers should consider the following:

- Documented Individual competencies of third-party instructors (i.e. diving instructors)
- Accreditation of off-site work service providers (i.e. to BS 8848)
- Experience with third party providers. It is particularly useful to monitor records of positive or negative experience with third party providers including their reliability.
- Making public liability insurance a standard requirement of all contracts with third party providers. In some countries where it will not be possible ensure that the approval is escalated in accordance with the authorisation process.
- If appropriate, a review of emergency arrangements of third-party providers to ensure that they are suitable and sufficient.

For project-critical third-party providers, contingency plans should be made in case the provider proves unsuitable in practice.

For further guidance, see the Academic and Work Placements for Students Policy or discuss this with the Health & Safety team.

5.7 Accommodation

The type of accommodation that will be used for off-site activities will vary considerably from well-known hotel chains to hostels, bunk houses and camping in

remote areas. Many factors will need to be considered in determining the type of accommodation required. These include the requirements of the off-site work, the needs of the participants and its availability in the location of the work.

Different countries can have differing national standards, and it may be necessary to assess accommodation, prior to the work as far as possible and comprehensively on arrival. The overall aim is to reduce intrinsic risks associated with the accommodation to an acceptable level.

To assist with the vetting and provision of accommodation providers, London Met has a contracted TMC who performs basic safety and management checks.

All members of staff in a supervisory role should undertake basic safety and management checks upon arrival at the off-site work accommodation provider including:

- Fire safety (as a minimum familiarisation with emergency escape routes).
- Personal security
- General safety of the structure and facilities (e.g., pools, lifts, balconies, gas, and electrical safety).
- The environment surrounding the accommodation.

The standard of accommodation booked should be carefully considered, particularly in regions with less stable political situations or where preferred procurement practices cannot be used. This should consider both the security of participants and privacy considerations. For example, security issues in some locations may dictate that female participants should not be placed in rooms on the ground floor.

Fieldwork Leaders / Primary Travellers should be empowered to change any accommodation booking if, upon arrival, the accommodation does not meet basic safety requirements and funds should be made available to facilitate this.

Where travel participants are arranging their own accommodation, they must be provided with some guidance/ advice that alerts them to potential risks and control measures.

5.8 Catering

The type of catering required for off-site work can vary between full self-catering arrangements and being fully catered for by a third-party provider.

It is common for off-site workers/travellers to suffer from an upset stomach or diarrhoea because of something that they may have consumed. The risk of contracting something more serious (such as cholera, typhoid, and hepatitis A) is greater in some regions and this information is designated in the FCDO guidance. In countries where sanitation is less developed than the UK, basic precautionary guidelines should be followed, such as not drinking tap water unless it has been treated, avoiding foods such as washed salads, cooked cold meats, un-pasteurised milk and cheese and ice in drinks.

It is important to ensure that the level of catering meets the needs of all members of the group, paying particular attention to participants who have special dietary needs, information on which should be sought prior to the trip commencing. For supervised off-site work, the details of catering arrangements should be communicated prior to travel.

For countries where food hygiene standards are less strict than in the UK, or where catering is project-critical, a process should be in place to check the suitability of the catering. In these cases, a member of staff in a supervisory role should undertake food safety and hygiene checks upon arrival at the catering provider. Where appropriate, this can be checked at the same time as the accommodation arrangements.

Any self-catering should be arranged by a competent person, who is also able to provide effective supervision to ensure control measures such as personal hygiene facilities, temperature control and food storage are effective.

For field trips away from the provision of drinking water, a supply of potable water should be available. For supervised off-site work, participants must be informed which meals will be provided for them and whether they will be required to bring or purchase their own food.

The Emergency Response Plan should consider the possibility of an outbreak of food poisoning/ food or waterborne infection (as well as other medical emergencies) and have effective arrangements in place.

6. Records and Monitoring

6.1 Monitoring and Review

In accordance with requirements to manage and supervise health and safety, and to keep policies and risk assessments under review, each Fieldwork Leader / Primary Traveller should ensure ongoing monitoring of the health and safety of their participants and projects, together with post-off-site work / travel feedback from participants.
Any incident taking place during off-site work/ travel must be reported to the Health and Safety team.

Post-off-site work/travel, the Fieldwork Leader (including any other relevant staff members) should review the following:

- Significant accidents or near-misses
- Occasions where dynamic risk assessment was required.
- Where there was significant change to plans or itineraries.
- Where unexpected training was needed during the feedback.

Whilst actions following investigation during the off-site work/travel normally focus on immediate cause and effect and on continuity issues, reviews should focus on potential shortcomings in planning, processes, and procedures, and in the management of the off-site work/travel.

Insurance Team monitors annual trends and H&S Team collects incident trends to inform awareness campaigns and monitor the effectiveness of existing arrangements.

6.2 Incident Reporting

Travellers must immediately report any incidents, accidents, or suspicious activities via the online incident reporting form and to local authorities, if necessary.

6.3 Pre-Travel Preparedness

Prior to approving any university international travel, a Travel Request Form is submitted to:

- Assess the potential hazards associated with the destination, mode of transportation, planned activities, individual fitness to travel and carry out activities and risks arising from individual factors of participants.
- Identify a London Met Contact in the UK and detail emergency response plans.
- A Travel Itinerary must be shared with the School/Departmental contact (section 2.3).
- All travelling staff should undergo General Travel Safety Awareness training via MyLearning.
- Travellers must make arrangements to ensure that their London Met Contact in the UK and a representative in the host country knows how and who to contact at the University in case of emergency.

6.4 Incident Response Protocols

a. Emergency Medical Assistance. Ensure you know the emergency phone numbers of the locations you are visiting. The travel pack contains details of the insurance cover number and phone.

b. Communication. A communication plan forms a part of the Emergency Response Plan for international travel. In an emergency, clear communications will be established via the Dean/Director, providing regular updates to the university administration, travellers' families, and relevant stakeholders during an incident.

6.5 Crisis Management

- In the event of a crisis, including where a traveller is uncontactable or their whereabouts cannot be confirmed, the London Met contact in the UK must escalate to the relevant Dean/Director.
- Loss of contact is defined as repeated unsuccessful attempts to contact the Primary Traveller following a missed check-in, or where the Primary Traveller reports that a participant cannot be contacted or located.
- In the event of a crisis, Dean/Directors must make a decision to escalate the incident to a dedicated crisis management team (Silver Team), comprising representatives from the H&S team, Insurance, Security, Communications, Legal, and relevant professional and/or academic departments. Silver Team), comprising representatives from the H&S team, Insurance, Security, Communications, Legal, and relevant professional and/or academic departments.

a. The crisis management team will disseminate accurate and timely information to all stakeholders, including the media and concerned parties.

b. The crisis management team will coordinate with insurance providers, local authorities, and relevant agencies to arrange safe and efficient evacuation procedures when necessary.

6.6 Aftercare and Support

a. The university will provide support, counselling, and resources to affected individuals and their families after an incident or crisis.

b. After each incident, a thorough analysis will be conducted to identify lessons learned and areas for improvement for future travel policies and crisis management plans.

6.7. Transport

Providing safe transport for off-site work / travel can be a challenging aspect, particularly in countries which have lower standards of travel safety requirements than the UK. Travel requirements may include transport to and from accommodation within the UK and overseas, to and from airports, and between off-site work locations (sometimes remote areas). If the risk or complexity of the travel dictates, it may be

necessary to actively manage transport arrangements to ensure that all participants arrive safely at a particular destination.

The provision of transport will also vary from public transport to third party providers and the possibility of travellers using their own vehicles (see Driving and Use of Vehicles Policy), all of which should be managed.

To assist with the vetting and provision of transportation providers, London Met has contracted a TMC who performs basic safety and management checks on pre-booked transport.

Where transport is critical to the project, Fieldwork Leaders / Primary Travellers should plan for the possibility of transport arrangements failing or being assessed in situ as unsuitable.

For supervised off-site work, ensure that the mode of transport if suitable for the needs of all participants, particularly those with disabilities. It may be necessary to engage a logistics risk assessment specialist and ensure that off-site work participants are briefed on any residual risk or accessibility issues that may affect them.

The risk assessment must also consider:

- The potential security threats associated with different forms and modes of transport (in particular in areas with history of kidnap or ambush).
- That the vehicle is fit for purpose to secure and carry the loads intended (Do not allow the vehicle to be loaded beyond the manufacturer's recommended limit).
- Experience with third party providers. It is particularly useful to monitor records of positive or negative experience with third party providers including their reliability.
- That all drivers are insured on the vehicles including for work use.
- Are vehicles fitted with safety belts?
- Can the risks associated with travel be greatly reduced by making arrangements that do not involve travel after dark?

6.8. Equipment

All equipment necessary for the off-site work should already have been identified and specified at the planning stage, including any equipment or clothing expected to be provided by off-site work participants.

Ensure that manual handling of loads to and from the work site has been considered in the risk assessment where applicable.

There are limitations on the insurance cover for high value items to be taken on off-site for work. If in doubt, please contact Insurance (insurance@londonmet.ac.uk)

7. Legislation and Standards

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Equality Act 2010
- BS 8848: 2014 British Standard for Adventurous Activities outside the UK
- PAS 3001: 2006 Travelling for Work

8. References

The following sources of advice are available for London Met staff and students:

- AIG Travel Protect App User Guide
  Register for an account using policy number 0010016147.
  Insurance provides risk rating and vaccination recommendations by country.
  Mobile app is a useful resource for in-country updates.
  Travel training available
- Lesbian, gay, bisexual and transgender: foreign travel advice
- https://ilga.org/ilga-world-maps
  LGBTIQ rights map.
- NGO data dashboard | INSO (ngosafety.org)
  Security incidents against humanitarians
- https://www.scope.org.uk/advice-and-support/holiday-tips/
  Travel advice for disabled travellers
- https://www.tourismforall.co.uk/trade/
  Accessible tourism information
- USHA Higher Education Sector Guidance on Health & Safety in Fieldwork and Travel 2018:
- Foreign, Commonwealth & Development Office (FCDO)
  Information on risks and advice to travel specific countries and regions
- Travel health and vaccinations
- Healthcare Abroad
- WHO International Travel Health: http://www.who.int/ith/en/index.html
- CDC Travellers' Health
- Travel Health
- NaTHNaC: https://www.travelhealthpro.org.uk/
  Additional information on vaccinations and health advice specific to each country.