

# Travel and Off-site Work Safety Policy

<b>Document Control Information</b>	
Version control	2.0
Owned by:	Health and Safety Team
Latest amendment on:	01-03-2024
Approved by:	Health and Safety Committee
Approved on:	07-02-2024
Coming into effect on:	11-03-2024
Review date:	June 2025

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## 1. 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 which are commensurate with the risks posed.

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

This procedure 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 organisation.

Refer to [Travel and Expenses Policy](#) for more information on recommended Travel Management Company and expenses allowances.

Please contact [insurance@londonmet.ac.uk](mailto:insurance@londonmet.ac.uk) if you have pre-existing medical condition, your doctor advises you against travel or you expect to do any sport as a part of your travel or have other questions about insurance. While sporting activities may constitute a part of the off-site activities, they are not covered by the University's insurance.

For the purpose of 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 meeting, including partnership visit
- Conference participation
- Exchange programme
- Research trip – collection of non-physical data off-site (eg surveys, taking photographs, making drawings, etc)
- Study trip – educational visit to a host organisation
- Fieldwork – collection of physical samples for research off-site (eg collecting plants, food/water samples, etc)

## 2. Roles and Responsibilities

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

### 2.1 Deans of Schools / Directors of Professional Services Departments

- a) Ensure compliance with this policy within the area of their responsibility.
- b) Review and approve/reject travel or offsite work requests from staff and student within their School or Directorate.
- c) 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.

- d) Ensure that the staff undertaking/leading the travel or offsite work are competent and have received relevant training, knowledge and experience.
- e) In case of emergency, Dean/Director is the person responsible for facilitating communication between parties, this includes obtaining emergency information for staff (from HR) and students (from SITS).
- f) Taking on the role of the London Met Contact in the UK (see 2.3) where required.

## **2.2 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:

- a) 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.
- b) Ensure that suitable and sufficient risk assessment has been completed, see guidance in section 3.
- c) Where students are the Primary/Independent traveller (eg 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 student with completion of required documentation and approval requests.
- d) Taking on the role of London Met Contact in the UK (see 2.3) where required.

## **2.3 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.

- a) Agree and follow a contact and communication plan to keep in contact with the primary traveller and other travel participants.
- b) Act as a point of check-in for the primary traveller at pre-agreed check-in times.
- c) Following missed check-in, or following any event where the contact may have cause for concern (reports of events that in country / region or with flight / transport to / from destination) attempt to establish contact with the primary traveller, relevant in-country contacts, or other travel participants.
- d) To enact emergency crises response plan and escalate to relevant management team if the contact is lost or there are other emergencies (See section 10).

## **2.4 Fieldwork Leader / Primary Traveller / Independent travellers**

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 Leader / Primary Traveller / Independent travellers should:

- a) 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. **Include considerations of persons with known disabilities, encourage students and staff to disclose any disabilities and concerns (see section 6) to the Fieldwork Leader.**
- b) 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.
- c) Ensure that control measures identified are implemented, monitored, and reviewed, alerting H&S team if the risk level increases, eg in the case of unexpected emerging geopolitical situation, natural disaster, local emergency in a previously 'low risk' region.
- d) Ensure that insurance is in place for all participants.
- e) Remind all participants prior to travel to ensure their emergency contact / next of kin details are up to date with HR or the School Office, as applicable.
- f) 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.
- g) 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.
- h) Keep records of all documentation relevant to the trip for auditing purposes for a minimum of 5 years.
- i) Provide Line Managers, course leaders or other designated London Met Contacts in the UK with travel information and to ensure their London Met Contacts in the UK and a representative in a host country knows how and whom to contact at the University in case of emergency (see section 10).

## 2.5 Travel and off-site work participants

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

- a) Ensure their emergency contact / next of kin details are up to date with HR or the School Office as applicable prior to travel.
- b) Follow any instruction given to them 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.
- c) Acknowledge their own responsibilities for the health and safety of both themselves and others.
- d) Understand the authority and responsibilities of the Fieldwork Leaders/Primary Travellers or any other designated supervisors in relation to safety.
- e) Seek advice from their GP on their fitness to travel and arrange any required vaccinations and medications for the duration of their travel.

## 2.6 Finance Team

The Finance team ensures that there is up to date travel insurance available and

provides advice on the applicable travel insurance scheme.

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.

## 2.7 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.

## 3. Planning and 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 in exceptional circumstances, **international travel requests must be submitted a minimum of six 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 will provide a context against which the School/Department (and others, if applicable) can form a view as to whether the expected outcomes are appropriate to the risk.

Planning will also aid in the consideration of financial approval, [ethics](#), and [other considerations](#) outside the scope of this Policy. 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.
- Identify all permissions required in advance and ensure that they are obtained.
- Identify any relevant legislation of the country in which the travel is taking place (if applicable).
- Outline plan of itineraries.
- Include travel costs (including for health and safety: training, 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.

### 3.1 Authorisation and Approval

#### 3.1.1 Travel within the UK

While normally University insurance will cover off-site work in the UK, travel insurance may be required for overnight stay and high-risk activities – contact [insurance@londonmet.ac.uk](mailto:insurance@londonmet.ac.uk) for advice. It is expected that in an emergency the traveller will contact UK emergency services by calling 999.

When planning your trip, follow the basic principles outlined in sections 5-13.

For visits to UK venues/outdoor activities (incl. conference participation, career fair, business meeting, etc.) please complete [UK Public Location Visit Risk Assessment](#).

### 3.1.2 International travel

The [University Sanctions Policy](#) does not permit travel to Sanctioned countries. See section 4.1 of the [University Sanctions Policy for more details](#).

All international travel must in the first instance 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 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 sharing links via the [International Travel Request Form](#) at the earliest opportunity. This must be completed at least 8 weeks before travel.

In order 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.

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 the 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.

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) (i.e. if there are any near miss or lessons learned as a result of a trip).

Additionally, all international travel participants need to receive from the Fieldwork Leader / Primary Traveller a copy of the [travel pack](#) and the Emergency Response Plan and keep them accessible.

Fig. 1 below outlines 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.



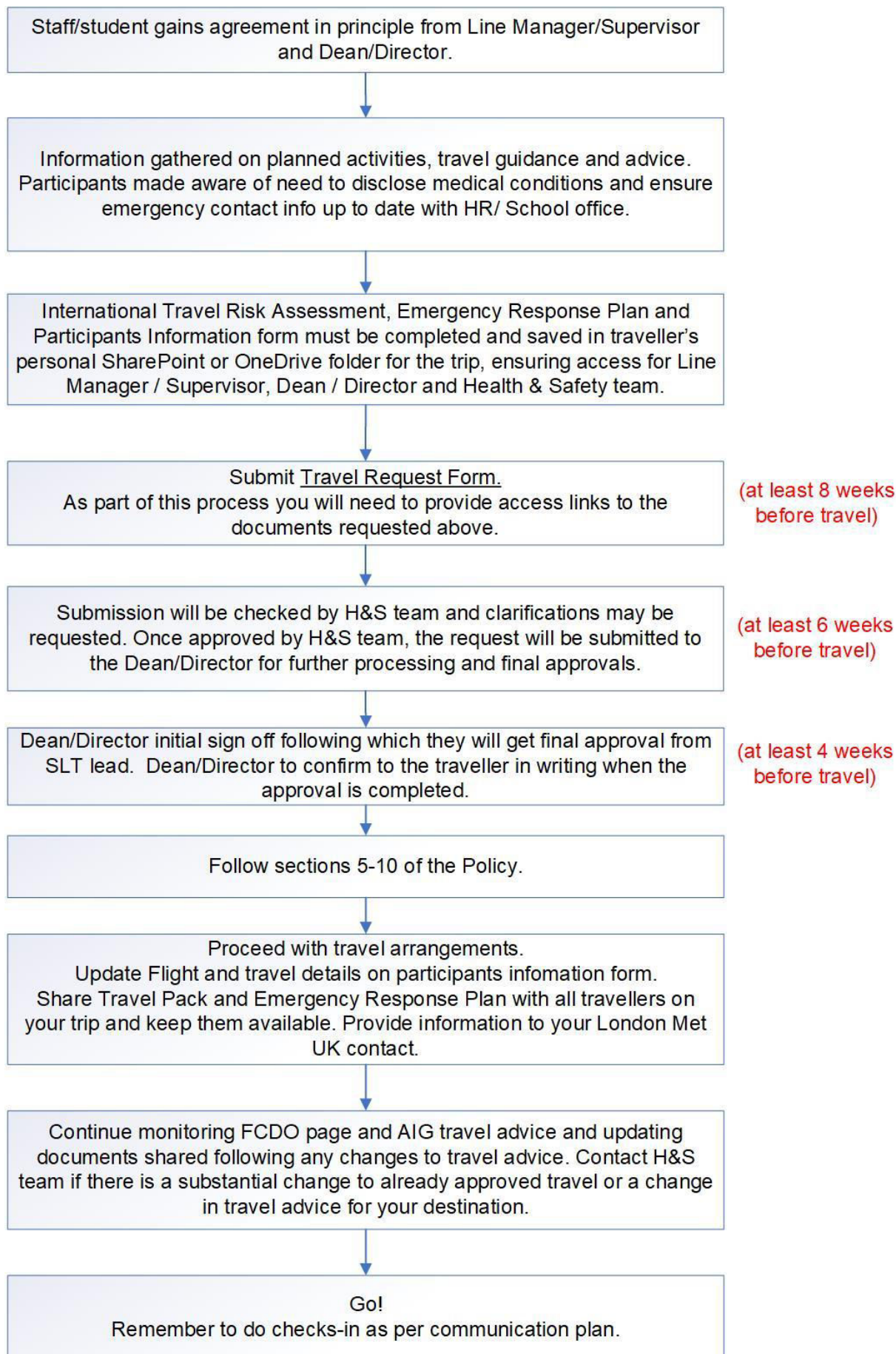


Fig. 1. Approval and risk assessment process for staff (and staff-led)/ students trips overseas.

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



- [Foreign, Commonwealth & Development Office \(FCDO\)](#)  
Information on risks and advice on travel specific countries and regions
- [AIG Travel Assistance Website and 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.
- <https://travelhealthpro.org.uk/countries>  
Additional information on vaccinations and health advice specific to each country.
- <https://www.fitfortravel.nhs.uk/advice/general-travel-health-advice/lesbian-gay-bisexual-and-transgender-lgbt-travellers>  
General advice on individual characteristics which may affect the travel.
- Contact your GP for further individual health 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

### **3.2. 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](mailto:insurance@londonmet.ac.uk) and [Hands@londonmet.ac.uk](mailto:Hands@londonmet.ac.uk) for advice on insurance and risk assessment.

### **3.3. 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, 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.

## **4. 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 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 involved in regular trip supervision by AIG <https://lupc.another-day.com/>.

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 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. Supervision**

If down time (personal entertainment activities) is permitted during the course of 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.

## **6. 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 a part of the risk assessment, an assessment of the health hazards associated with the particular 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 or be exacerbated by the fieldwork? Do they have a long-term/debilitating consideration 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 the birth. If they are travelling after 20 weeks, a doctor's agreement must be obtained.

### **6.1 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 of stress factors may also lead to the surfacing or 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 incidents 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 identification and declaration of pre-existing medical/ health conditions. Discussions with participants who have disclosed a mental health condition should take place with the Fieldtrip 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 [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 as a result 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 \(EAP\)](#)

## **6.2 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. In order 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 in discussion 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 the activity outcomes. Similarly, it might be justifiable to restrict the activities of a disabled participants, 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 for disclosing and sharing 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.

## **7. 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 or controlled identified 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, 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 [Academic and Work Placements for Students Policy](#) or discuss with the Health & Safety team.

## 7.1. 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 the 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.

In order 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).
- 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 take into account 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.

## 7.2. Catering

The type of catering required for off-site work can vary between full self-catering arrangements to 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 the travel.

Where appropriate, or where catering is project-critical, a process should be in place to check the suitability of the catering. **All members 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.

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 if 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 emergency) and have effective arrangements in place.

### **7.3. 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.

In order to assist with the vetting and provision of transportation providers, London Met has contracted a TMC who perform 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 is 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.
- 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?

## **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](mailto:insurance@londonmet.ac.uk))

## **9. 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 (include 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 shortcoming 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.

## 10. Incident and crisis management

### Pre-Travel Preparedness:

- a. Prior to approving any university international travel, a Travel Request Form is submitted to:
  - Conduct assessment of the potential hazards associated with the destination, mode of transportation, planned activities, individual fitness to travel and carry out activities and arising from individual factors of participants.
  - Identify London Met Contact in the UK and detail emergency response plans.
- b. Travel Itinerary shared with the School/Departmental contact (section 2.3).
- c. All travelling staff should undergo General Travel Safety Awareness training via [LUPC online learning](#).
- d. Travellers must make arrangements to ensure their London Met Contact in the UK and a representative in a host country knows how and who to contact at the University in case of emergency.

### Incident Response Protocols:

- a. Reporting Incidents - Travellers must immediately report any incidents, accidents, or suspicious activities via the [online incident reporting form](#) and to local authorities, if necessary.
- b. Emergency Medical Assistance – Ensure you know the emergency phone numbers of the locations you are visiting. Travel pack contains details of the insurance cover number and phone.
- c. Communication – a communication plan forms a part of the Emergency Response Plan for international travel. In an emergency, a clear communication will be established via the Dean/Director, providing regular updates to the university administration, travellers' families, and relevant stakeholders during an incident.

### Crisis Management:

- a. Activation of Emergency Team: In the event of a crisis, Dean/Directors must make a decision of escalating the incident to a dedicated crisis management team (eg Silver Team), comprising representatives from the H&S team, Insurance, Security, Communications, Legal, and relevant professional and/or academic departments.
- b. Communication Plan: The crisis management team will disseminate accurate and timely information to all stakeholders, including media and concerned parties.
- c. Evacuation Procedures: The crisis management team will coordinate with insurance providers, local authorities, and relevant agencies to arrange safe and efficient evacuation procedures when necessary.

### Aftercare and Support:

- a. Post-Incident Support: The university will provide support, counselling, and resources to affected individuals and their families after an incident or crisis.
- b. Incident Analysis and Improvement: After each incident, a thorough analysis will be conducted to identify lessons learned and areas of improvement for future travel policies and crisis management plans.

## 11. References

USHA Higher Education Sector Guidance on Health & Safety in Fieldwork and Travel 2018: <https://www.usha.org.uk/guidance-documents>  
Fit for Travel: [www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk)

Foreign and Commonwealth Office Travel Advice: <https://www.gov.uk/foreign-travel-advice>

Healthcare Abroad:

<http://www.nhs.uk/nhsengland/Healthcareabroad/pages/Healthcareabroad.aspx>

WHO International Travel Health: <http://www.who.int/ith/en/index.html>

CDC Travellers Health: <http://wwwnc.cdc.gov/travel/>

Travel Health: <http://www.travelhealth.co.uk/>

NaTHNaC: <https://www.travelhealthpro.org.uk/>

BS 8848: 2014 British Standard for Adventurous Activities outside the UK

PAS 3001: 2006 Travelling for Work

[AIG Travel Assistance Website and App User Guide](#) [AIG](#) Travel training available

(General Travel Safety Awareness, Research Traveller's guide and Travel and Health in Remote Areas via <https://lupc.another-day.com/>)

[NGO data dashboard](#) | [INSO \(ngosafety.org\)](#) Security incidents against humanitarians