



International Travel – Emergency Response Checklist

Heads of Schools and Functions must ensure that their travelling staff have completed the University’s travel process as defined by [Safety Code of Practice 38 International Travel](#) prior to travel. This includes ensuring that a risk assessment, which details full contingency plans for emergencies, is completed and authorised at the appropriate authorisation level and that travel insurance cover is in place (traveller should ensure they have emergency assistance details noted on their risk assessment / have downloaded travel assistance App prior to travel as required).

Unfortunately, there are circumstances where travellers can find themselves in need of emergency support whilst overseas. Should you be the first person notified of such an emergency, the following checklist may help you to decide how to manage or escalate the situation promptly and efficiently and ensure you have captured essential detail.

Information to gather on initial call if possible	Note answers here, you may need these to escalate to others.
Name and contact details of the caller	
Name of person receiving / in need of emergency assistance (if not above) <ul style="list-style-type: none"> • note their contact details (if appropriate) • note their current location including address / contact details / name of hospital etc. where possible. For missing persons note last known location & contact details. 	
Take significant details of the emergency <ul style="list-style-type: none"> • Time and date of incident / incapacitation, • Location of incident, • Fatality / significant injuries / illness – likely diagnosis / prognosis (if known) • any others involved (police / fire / ambulance / first aider / local embassy contact), • Were injuries / illness sustained as part of work, study or leisure activity? 	
Any other persons involved in incident? <ul style="list-style-type: none"> • How many? • Name(s) • Status – Staff / Student • School / Function • Name of trip leader 	
Is there any ongoing risk? E.g. adverse weather event, missing person, terrorist activity etc	
Have local emergency services been informed / involved?	

<p>Has Insurer / Emergency Assistance provider been notified (if appropriate)?</p> <p>Give below details if not known by caller – *AIG Lifeline Plus Assistance Emergency Number : +44 (0) 1273 456 463 (24 hours a day, 365 days a year). You will need to quote policy number 0010016165 (NB if the traveller is not incapacitated, they can do this themselves via the Lifeline Plus Travel Assistance App. *Correct as of January 2023. Review details periodically.</p>	
<p>Purpose of travel (Student fieldtrip, Research fieldwork, conference etc). NB - If a trip leader has been incapacitated, who is now leading, what are their contact numbers, and what is the immediate plan?</p>	
<p>Have next of kin been informed?</p> <ul style="list-style-type: none"> If so, who and how? 	
<p>Any contact with British Embassy (or relevant embassy if international staff / student)?</p>	
<p>Any contact with Foreign and Commonwealth Development Office?</p>	

After call

1. Notify Head of School / Function directly (or their deputy if not available). Do not just leave a message. Call Security team to escalate on your behalf if out of hours / you cannot locate a senior leader.
2. Head starts an incident log (notes of all actions taken) and considers the following:-
 - Does the situation require the Major Incident Plan to be activated? (e.g. death, potentially life threatening situation or life changing injuries, injuries / illness of multiple casualties of UoR students / staff, students left without adequate supervision, politically sensitive (e.g. traveller detained, arrested, imprisoned), risk of reputational damage etc) . If so, Head to notify their strategic lead and Insurance team immediately. (This process will then take over Lead role).
 - Do Next of Kin need to be informed?
 - If not a major incident scenario requiring MIP activation, Head to consider who else needs to be informed / to take any action (Insurance, Health and Safety or others).
 - Head (or nominated person) to submit an [H&S incident notification form](#) ASAP including all details of action taken.
 - If emergency funds are required contact should be made with University Finance financehelp@reading.ac.uk or telephone +44 (0) 118 378 6135. They will decide how best to transfer funds depending on the situation and location.
 - Key UK contact details to note:

Security (Emergency)	0118 378 6300
Health and Safety team (in normal working hours)	0118 378 8888 or vtfsafety@reading.ac.uk
Head of School / Function	