World Travel Protection

# RETURNING TO TRAVEL

As restrictions ease, global borders reopen, and vaccination rates increase is your school prepared for the return of international travel?

## EDUCATION

**Approval Process** - Do you have an approval process that flags high risk destinations? If so, are you considering the traveller's individual risk profile (e.g. age, travel experience, pre-existing medical conditions, policy compliance)?

**Proactive Education** – Do your students and academics have access to real-time intelligence and alerts so they can proactively prepare themselves for travel and be aware of changes during their trip?

**Bespoke Briefings –** How are you education your travellers about individual and destination risks? Do you have access to a team of experts to provide bespoke briefings for individuals based on complex trips or larger groups?

**COVID-19 Intelligence** – It's important to understand a country's COVID journey and how it's been impacted by the pandemic *before* touching down in a destination. Can you and your travellers access timely and up-to-date information?

## LOCATE AND COMMUNICATE

In times of crisis the ability to quickly locate all of your travellers, regardless of how they booked their trip, is key to ensuring you can respond effectively.

Are you able to locate where your travellers are at a specific date and time, as well as understand any future or unplanned movements?

Can you communicate with them quickly in the event of a crisis, such as an earthquake or terror attack? If so, how?

Who is responsible for this task; is it centrally managed? Can you easily understand the impact of a particular event across your travelling population without having to collate emails and messages received by multiple different faculties?

## WHO TO CALL AND WHEN

Having the support of medical and security experts 24/7 is critical to ensuring the safety of your travellers.

Do your travellers know how to access emergency support whilst they are travelling?

Do they have your assistance team's phone number saved in their phone, or better yet is there an app they can download and has this been communicated?

One thing's for sure, travel during COVID has the potential to be a lot more stressful than it used to be. Can your travellers access mental health support domestically and internationally?  Does your assistance team offer this or is it through a different provider?

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## ISO 31030

The International Organization for Standardization (ISO) has created a framework to guide organisations on managing travel risks. While travel risk management has been a key part of an organisation's legal, compliance and duty of care responsibilities for some time, this is the first globally recognised standard.

Meeting these standards will showcase your organisation's commitment to traveller safety, help you stand out as a school of choice, and provide peace of mind to your students and academics that you have mitigated all foreseeable risks.

To support your school in preparing for this new standard, as part of our consulting services, we have created a self - assessment guide that will take you through key aspects of the framework.

## TRAVEL POLICIES

Has the pandemic highlighted any areas of your travel policies which could be improved to be ready when travel resumes in greater volumes?

Have you communicated any changes or improvements to your student body and staff?

By explaining how the school has taken the opportunity to improve your policies and procedures it will give all your travellers, and their families, the confidence that your school has duty of care at the forefront.

Have you reviewed your insurance policy with regards to COVID provisions and exclusions? Is there any financial risk that your organisation may need to consider if they have excluded some expenses?

## CONSULTING SERVICES

At World Travel Protection, we can help your school manage international travel during COVID and beyond by helping you assess risks and stay ahead of potential issues during this ever-changing environment.

Our expert security team are available via consulting services to support your return to travel – whether that's a simple peer review of your current travel policy or a complex deep dive and development of new policies to align you with ISO 31030.

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