

Global Experience Office

Risk Management Plan

Consult the following location-specific documents prior to the submission of your risk management plan:

- **U.S. State Department - Travel Advisory** (<https://travel.state.gov/content/travel/en/international-travel.html>)
- **U.S. State Department - Overseas Security Advisory Council (OSAC) Country Security Report**
- **Centers for Disease Control Travel Health Notice** (<https://wwwnc.cdc.gov/travel/notices>)
- **International SOS Country Specific Overview – WPI Membership Portal**
 - **International SOS Travel Security Consultation** – Email a detailed summary of your proposed travel using the [Travel Security Brief Request Template](#) in Appendix A to securitysupport@intlsos-cr.com and cc: globaltravel@wpi.edu. The information you receive from International SOS will inform the completion of section 4 of this document.

If you have questions about this document or need assistance completing this risk management plan, please contact:

Gary Collins, Associate Director of Global Health, Safety and Security: gcollins@wpi.edu



Section 1: Program Details and Leadership

Submitter's name:

Submitter's email:

Name of sponsoring school/department/office or organization:

Does your program intend to utilize the housing or academic workspaces of a Host University?

If so, please name the university/institution and your center's relationship with that university (*e.g. Sharjah, UAE utilizes accommodation, workspace and all facilities of AUS*)

Trip Dates:

List the countries/U.S. states and cities that you will be visiting or location of your program:

<u>Country/U.S. State</u>	<u>City</u>	<u>Arrival Date</u>	<u>Departure Date</u>

Purpose of Trip

- HUA
- IQP
- MQP
- GQP
- WPI Course/Research/Conference/Workshop*
Name of WPI course and advisor:
- Volunteer
- Internship
- Athletic Contest/Club Performance*
Sport/Club:
- Other*

Please provide more details:

1. Briefly explain the academic relevance, business purpose, and overview of planned activities of the program:
2. Anticipated number of WPI undergraduate students who will be participating in this program:
3. Anticipated number of WPI graduate students who will be participating in this program:
4. Anticipated number of WPI faculty and/or staff members who will be participating in this program:
5. Please describe the Advisor's (program leader) or student leader's experience with WPI-Sponsored Off Campus Travel (i.e. previous travel to this destination, previous travel leading students):
6. Please describe the amount of time the Advisor(s) will be on-site with the students (i.e. the entire trip, part of the trip, etc.):



7. Please list the names and roles of any other WPI faculty/staff or guests traveling with the group:

8. Please list the names and roles for any onsite/remote advisors and/or sponsor liaisons:

Section 2: Accommodations, Transportation & Workspace

*The [Global Experience Office Off Campus Accommodations Assessment](#) must be completed when students are housed off campus on WPI-sponsored **group** travel for international travel and GPP travel*.

1. Accommodations

a. Please provide the name(s), location(s), and contact information for your accommodations. *

Accommodation Name and Type (Hotel, Hostel, etc.)	Address, City, Country	Anticipated Arrival Date	Contact Information (Phone number, website)

- i. How did you find your accommodation(s)? *

- ii. What information have you gathered to understand the safety of the neighborhood in which your accommodation is located? *

- iii. How is the housing secured? (can all bathroom and bedroom doors lock from the inside, consider fire alarms, fire extinguishers, sprinklers, front desk, security guards, security cameras)

- iv. If host families are an option, how are the families chosen and vetted?

- v. Are accommodations accessible to students with physical disabilities? (consider entrances, elevators, bathrooms, etc.)

b. Would you like recommendations for accommodation options for this trip? *

- Yes
 No

2. Transportation

Considerations and reminders for transportation abroad:

- When making transportation arrangements, we recommend utilizing public transportation in locations where it is considered safe. If cars or vans must be used, use vehicles with seat belts and headrests for every passenger. WPI travelers are responsible for wearing seat belts at all times when the vehicle is in motion. Drivers should be experienced and properly licensed.
 - WPI advisors are not permitted to drive WPI students.
 - WPI students are not permitted to operate a vehicle outside of the continental U.S.
- a. Is the program providing airport pick-up and drop-off?
- b. If not, what types of transportation do you plan to use to/from the airport upon arrival or departure from your location? *
- c. Will you arrive at your location after sunset?
- d. Is your in-country partner arranging transport?
- e. Once at your location, how will students commute daily to and from the work/study/sponsor/program site? * (walk, public transport, car service, etc.)
- f. **For GPP:**
- On average, how long will students commute to their sponsors be?
 - How often will students need to commute to their sponsors' locations when in-country? (daily/weekly)
- g. How do you plan to mitigate any of the identified risk in your local transportation?

3. **Workspace:**

Does this Project Center/program lease workspace for student teams? Yes/No

- If using this workspace, is the space accessible to students with disabilities? (consider entrances, elevators, bathrooms, etc.) Yes/No

Section 3: Vendors and Contracts

Whenever WPI contracts with tour operators, ground transportation or accommodation providers, on behalf of its students and employees, WPI have a responsibility to do its due diligence in vetting these 3rd party providers. WPI look to its Project Center Directors/Program Leaders to select the best tour operator, ground transportation or accommodation provider available, while taking into consideration factors of risk, safety, accessibility, and comfort level. 3rd Party Providers are independent organizations that assist your project center with logistics like travel, housing, and other onsite arrangements. Prior to completing this section of the Risk Management Plan please review the following documents:

- [GEO's Transportation Guidelines](#)
- [GEO's Expectations for Housing](#)
- [Reviewing International Vendor Contracts](#)
- [GEO's Guidelines for Vetting 3rd Party Providers](#)

3.1	<p>Does your Project Center/program include any of these elements?</p> <ol style="list-style-type: none"> Overnight housing paid by WPI (in addition to the housing provided for the term) Transportation (not including taxis or Ubers) paid by WPI Tour provider paid by WPI <p><i>Examples are excursions, field trips, off site project work.</i></p> <p><i>If yes to any of these please continue to 3.2</i></p>	
3.2	<p>If yes, tell us more about the activities at your Project Center/program site.</p> <ol style="list-style-type: none"> What type of excursions/field trips/off-site project work are provided? What activities are involved in these? Are the excursions/field trips/off-site project work, day trips or do they require an overnight? If overnight where do they overnight? How will the group/team travel? 	



	<ul style="list-style-type: none"> d. Where is the location(s)? (Please provide necessary detail) e. What steps are taken to help ensure the safety of students participating on these excursions/field trips/off site project work? f. Will students be accompanied by a local guide/contact while traveling in the host country? If yes, how are guides/contacts vetted? g. Confirm that this is included in the program fee? 	
3.3	<p>If you are directly booking the housing for these activities what steps were taken to vet, the housing? <i>Please refer to the guidelines provided in 'Expectations for Housing'</i></p>	
3.4	<p>Do you utilize and contract with a ground transportation provider or tour operator (<i>3rd Party Provider</i>) to organize or operate any of these excursions/field trips/off site project work? If so, who, and for what service? <i>*This includes making transportation available to students for weekend and free time which is paid for by WPI</i></p>	
3.5	<p>How was the ground transportation provider or tour operator (<i>3rd Party Provider</i>) selected? <i>Describe the vetting process including information on the provider's experience, size, and credentials. Did you receive references from other universities who utilize this provider(s)?</i></p>	
3.6	<p>Is the contracted ground transportation accessible to students with disabilities?</p>	
3.7	<p>What steps are taken by the ground transportation provider or tour operator (<i>3rd Party Provider</i>) to help ensure the safety of students participating on these excursions/field trips/off-site project work/weekend travel?</p> <ul style="list-style-type: none"> a. Has the provider a satisfactory safety record? b. When was the provider's last compliance 	<p><i>It is entirely reasonable to reach out to your ground transportation provider and/or tour operator and share with them the questions being asked here. Most 3rd party providers are well versed in responding to these types of questions and providing this detail to their various clients. We do not expect you to know this information without reaching out to your</i></p>

	<p>review?</p> <p>c. Is the provider thoroughly licensed (and insured) and authorized to operate in the host country? <i>*For ground transportation providers this includes being authorized to transport passengers for hire</i></p> <p>d. How does the provider regularly inspect, maintain, and repair its fleet for safety?</p> <p>e. Do the drivers have the right licensure? (i.e., a valid commercial driver license for a bus)</p> <ul style="list-style-type: none"> • <i>Do drivers have valid medical examiner's certificates, and/or passed a qualifying physical exam within the past two years and do they undergo alcohol or drug testing?</i> <p>f. How does the provider assess the safety and performance of subcontractors, transportation companies, and accommodations? Are they able to vet and contract directly to locally based services?</p> <p>g. Have you requested a copy of the providers crisis management procedures, or are they willing to share their crisis procedures upon request?</p> <p>h. Does the provider have a 24/7 emergency contact or dispatch system to respond to emergencies, and other unexpected problems that may arise prior to departure, or en route? <i>If so, please list the point of contact and a contact number.</i></p>	<p><i>providers. Should you have any questions please reach out to gcollins@wpi.edu</i></p>
<p>3.8</p>	<p>What insurance coverage does the provider carry?</p> <ul style="list-style-type: none"> • Providers are expected to carry insurance in the following amounts: <ul style="list-style-type: none"> o Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in aggregate. The General Liability insurance should also name Worcester Polytechnic Institute as an additional insured o Professional Liability (if the vendor is selling professional services to WPI) - 	

	\$1,000,000 o Automobile Liability Insurance of \$1,000,000 per occurrence or \$5,000,000 for any bus or charter services <i>You must request a copy of the provider's certificates of insurance to confirm that they have the insurance coverage required above and that it is in effect for the date(s) of hire</i>	
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Section 4: Emergency Preparedness

For each of the following items, please indicate whether that step has been completed:

Note: For domestic travel skip to question 8 of this section

1. Have you identified the nearest U.S. Embassy or Consulate to your destination?
 - Address
 - Telephone & email

2. Have you located the city/country 911 Emergency Equivalent number for Police, Fire, and Ambulance?
 - Local Emergency Services # (911 Equivalent)

3. Have you consulted the CDC's recommendations regarding vaccinations for each [destination](#) on your itinerary? Please list any immunizations which students will be required to obtain or update before traveling to the host country(s).

4. Have you emailed a detailed summary of your proposed travel to International SOS using the Travel Security Brief Request Template in Appendix A to securitysupport@intlsos-cr.com?

5. What is the U.S State Department's [Travel Advisory](#) level for your destination(s)?

*** WPI students, and faculty and staff traveling with students, are not permitted to travel to Level 3 or 4 on WPI-Sponsored International Travel unless they obtain an exception from the Global Travel Review and Response Team (GTRTT) and the Provost (or designee).*

6. Does the CDC have a [Travel Health Notice](#) in place for your destination(s)?

*** WPI students, and faculty and staff traveling with students, are not permitted to travel to Level 3 Destinations on WPI-Sponsored International Travel unless they obtain an exception from the Global Travel Review and Response Team (GTRTT) and the Provost (or designee).*

7. What are the current International SOS travel security and medical risk ratings for your [destination\(s\)](#)?

*** WPI students, and faculty and staff traveling with students, are not permitted to travel to destinations with either a security or medical risk of "high" or "extreme" on WPI-Sponsored International Travel unless they obtain an exception from the Global Travel Review and Response Team (GTRTT) and the Provost (or designee).*

8. Local Support

<p><i>COVID-19 and subsequent border closures, quarantine requirements, stay at home orders etc., has highlighted the need for WPI to be better prepared to provide onsite support to any given center. This section focuses on identifying an onsite contact who may be called upon to provide support to our advisors and students at a site in the event of an emergency.</i></p>		
8.1	<p>Does WPI pay a local coordinator to support your center?</p> <ul style="list-style-type: none"> • What is the responsibility of this individual(s)? • Is this person available to support student and advisors in the event of an emergency at your site (afterhours and at weekends if necessary)? • If not, would this individual(s) be willing to support students and advisors in the event of an emergency at your site? 	
8.2	<p>If WPI does not pay a local coordinator to support your center who is available to support students and advisors in the event of an on-site emergency, does your center have a trusted local contact (a local sponsor, WPI alumni, tour guide you know, expatriate living in the area etc.) who may be called upon to support your site in the event of an emergency (after hour/weekends if necessary)?</p>	
8.3	<p>Provide the local coordinator (8.1) and/or trusted local contact's (8.2) name, local phone number and email address. <i>(This information will be used to update GEO's incident response center specific</i></p>	<p>Local Coordinator Name: Local Phone Number:</p>

	<i>response protocols.)</i>	Email Address: Onsite Contact in the event of an emergency: Individual Number 1 <ul style="list-style-type: none"> • Name: • Local Phone Number: • Email Individual Number 2: <ul style="list-style-type: none"> • Name: • Local Phone Number • Email:
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a. Are you collaborating with or supported by any local partner organizations, NGOs, universities etc.

- If yes, please list the organization name, or director, as applicable.

Name:

Email:

Local Phone number:

- If yes, will the local partner organization be providing you logistical support (lodging, transportation, communications, emergency services; please provide details for each category.)

b. Describe health, safety, and security support resources and services that are provided by your local partner or others at you program location, if applicable (for example, on-site orientations, familiarization tour of area, accompaniment of staff (if so, how often?), after hours emergency number, local clinic, evacuation services, emergency protocols, etc.)

9. **Orientation/welcome services:** All WPI advisor led programs are required to include an on-site orientation.

- a. Who will provide this orientation (on-site contact, WPI advisor, combination)?

10. Medical Care Preparedness and Response

(Consult with International SOS using the Travel Security Brief Template prior to completing this section)

- a. Please describe International SOS's (ISOS) advice on accessing medical care at your program location

- b. Nearest ISOS recommended Emergency Medical Facility (*Consult with ISOS for vetted options*)

- Name:

- Address:

- Telephone:

- c. Nearest ISOS recommended Mental Health Facility (*Consult with ISOS for vetted options*)

- Name:

- Address:

- Telephone:

- d. Nearest ISOS recommended clinic for non-emergency conditions (*Consult with ISOS for vetted options*)

- Name:

- Address:

- Telephone

11. Communications Planning

- a. Describe how WPI can reach the program leader at your location.

- Primary:

- Alternate:

- Emergency in-country:

- For GPP:** Do students have to obtain a local cell phone number as part of their participation at your center? (Please describe. GEO will use this information to update the site specific handbook)

Section 5: Risks and Mitigation Measures

Description of Risks as Applicable and How You Will Mitigate Them

Example: Urban areas have high pollution

Students with asthma will be strongly encouraged to discuss their travel with their physician and decide whether additional measures or medications may be required for travel.

Example: Pickpocketing happens frequently in the market we will visit on the first day of the program

Students will be advised of basic safety precautions during pre-departure orientation. When we visit the market, students will be able instructed to take only what they need for the market visit and to leave all other valuables on the bus (our trusted bus driver will stay with the vehicle at all times)

Example: Malaria is present in the region we will visit

All students will be advised to contact International SOS or WPI Student Health Center. This information will be sent in my first introductory email. I will also remind them during in-person pre-departure orientation.

Consider how the following could impact your group while traveling to this location:

- Do you have pre-existing medical conditions that may impact your travel?
- Are you on medication? Is that medicine legal and available in this location?
- Could you be at risk at this location due to your sex, gender, or gender identity?
- Have you or others in the group previously spoken out or posted anything on social media about the policies of the government in this location that could be seen as opposition to the government?
- Could you be at risk in this location due to your personal identity, political affiliations, religious beliefs, ethnicity, or race?

1. Destination Specific Risks:

Please describe the health, safety and crime risks and/or local environmental conditions that may present a threat to the health, safety, or security of participants on this trip and the steps you intend to take to mitigate against these risks. *E.g. Potential for political unrest, critical environmental conditions (potential for a natural disaster), everyday environmental conditions, road safety, cultural differences, health risks, crime, attitude towards the U.S.*



- a. **Risk and Mitigation Measure 1**

 - b. **Risk and Mitigation Measure 2**

 - c. **Risk and Mitigation Measure 3**

 - d. **Risk and Mitigation Measure 4**

 - e. **Risk and Mitigation Measure 5**
2. **Activity Risks:** Please provide information on the specific risks associated with activities you or your group plan to participate in at your destination and the steps you intend to take to mitigate against these risks. *E.g. high-altitude activities, physical activities associated with the project/program, hiking in remote areas or precipitous trails, swimming, traveling to unstable/travel restriction areas, etc.*
- a. **Risk and Mitigation Measure 1**

 - b. **Risk and Mitigation Measure 2**

 - c. **Risk and Mitigation Measure 3**

 - d. **Risk and Mitigation Measure 4**

 - e. **Risk and Mitigation Measure 5**



Appendix A

International SOS Travel Security Brief Request Template

To assist you in developing your risk management plan, International SOS will provide you with a travel security brief. You should review a draft of your email to International SOS with the Associate Director of Global Risk Management (globaltravel@wpi.edu) to ensure key review elements are not omitted prior to emailing the template to International SOS.

If you need immediate assistance or have a quick question, you can always call the WPI International SOS dedicated number: +1 215 942-8478.

To: securitysupport@intlsos-cr.com

CC: globaltravel@wpi.edu

Subject: Travel Security Brief –Program Itinerary [NAME]

Dear International SOS-Control Risks,

Please provide a travel security brief for the following itinerary:

Dates of Travel:

Number of Travelers:

Traveler profile: <What are the nationalities of the travelers? Have they traveled to this location before? What is their travel experience (new, moderate, road warrior)?>

City:

Country:

Local support: <Will they be visiting a local campus? Will they be working on behalf of a local organization or with a partner academic institution? Which institution? Will the local partner provide any logistical support for lodging or transportation? If so, what are the details?>

Places to visit: <Name and address of places to visit during the trip; hotel; office location; other meeting locations>

Activity: <What are you doing in country? > <list possible side trips or excursions planned for your students> List any side trips or weekend planned excursions and what partner are you utilizing for these?

Safe areas for lodging or hotels to avoid: <Do you want a recommendation for areas to look for hotels?> <List the name and address of the housing you have already identified>

Ground Transportation Recommendation: <Do you want a provider referral?> <How do you plan on having the students move from the airport their housing and what is the plan for any weekend excursions planned or day to day movements>

Medical Facility Recommendations: I would like a recommendation of the International SOS recommended medical facility near to where the students will be housed. In the event of a medical emergency where does

International SOS recommend our students go? In the event of a non-emergency healthcare requirement, which clinic do you recommend our students use? In the event of a serious mental health emergency I would like a recommendation of which local hospital can cater for such a situation.

Other Considerations: