



## Useful contacts

For emergency medical assistance  
**+44 (0)207 895 3364**  
[medicalassistance@chubb.com](mailto:medicalassistance@chubb.com)  
[www.chubbassistance.com](http://www.chubbassistance.com)

University Security  
**+44 (0) 1273 873 333**

Head of International office  
**+44 (0) 1273 873 826**  
**+44 (0) 7889 763 488**

## Before travel

- 01 Read the booklet 'Guidance notes for staff engaging in overseas travel on international office business'
- 02 Get up-to-date information about the the countries you will be visiting from Red24 and the FCO
- 03 Make sure that trip itineraries are in place and provide copies to the office and family members/next of kin
- 04 Ensure that a trip risk assessment has been completed
- 05 Inform the Insurance office of your dates of travel and ensure that you are fully covered for the duration of the trip
- 06 Make sure you have emergency contact numbers in digital and hard copy form of British Council contacts and representative contacts
- 07 Register with the FCO Locate service at [www.fco.gov.uk/en/travel-and-living-abroad/staying-safe/Locate/](http://www.fco.gov.uk/en/travel-and-living-abroad/staying-safe/Locate/)
- 08 Have appropriate vaccinations
- 09 If you have a medical condition, ensure you have access to medication
- 10 Be familiar with emergency procedure in the hotel and organisations you're visiting

## During travel

- 01 Make sure you follow the cultural norms
- 02 Act with integrity at all times
- 03 Act in a manner that is appropriate at all times in representing the University and do nothing that might endanger yourself
- 04 On arrival, let a contact at home know you've arrived safely and please email (and text) your International Office buddy to let them know you have arrived safely
- 05 If we do not hear from you from within 12 hours of landing we'll take action and use our escalation policy procedures
- 06 Take 5 minutes to familiarise yourself with your accommodation and take note of fire and emergency evacuation procedures
- 07 Take steps to ensure security of place of residence (hotel room/ guest house, etc) and if you have any concerns, move to a new hotel
- 08 Act in accordance with training and safety guidance received, e.g. avoid threatening situations, dealing with difficult or aggressive people
- 09 Keep calm if things go wrong and follow the procedures set out overleaf
- 10 **Enjoy yourself**

# If things go wrong

01

If you're ill overseas, ask the Hotel, British Council or representative to recommend you a doctor.

02

If you need medicines, buy them using the University corporate credit card or travellers cheques/currency and claim it back by the University's insurance.

03

If you lose or have your credit card or passport stolen – in the case of a credit card cancel it. For a passport contact the nearest British Embassy or Consulate.

04

If civil unrest breaks out while you are in country:

Check relevant FCO web pages

Seek advice from the British Council in-country

Text the Head of the International Office

05

If you need to get home urgently follow the steps below:

Contact the local support as identified in the risk assessment prior to travel or the British Council

Let your International Office buddy know – they are there to help

If urgent assistance is needed, ring the Chubb Assistance helpline +44 (0) 207 895 3364

Inform University Security on +44 (0) 1273 873 333

## Useful websites

FCO website

[www.fco.gov.uk/en/travel-and-livingabroad/](http://www.fco.gov.uk/en/travel-and-livingabroad/)

Red24

[www.red24.com](http://www.red24.com)

Department for Health Travel Advice

[www.dh.gov.uk/enPolicyandguidance/Healthadvicefortravellers/index.htm](http://www.dh.gov.uk/enPolicyandguidance/Healthadvicefortravellers/index.htm)