



Friday, July 29, 2011

International Travel Safety

Deb Coulls and Jane Knipe
Human Resources
University of Adelaide





Session outline

- **Burning Issues**
- **Solutions – what we thought we needed**
- **Key components of the system**
- **Crisis system – when things change**
- **ISOS (International SOS)**
- **Future aspects of the system**



Mumbai bombing – November 2008





Jakarta Bombing - 2009





Swine Flu – 2009

Media hype

International students

L5 - Pandemic Alert





Brisbane Flooding - 2011





New Zealand Earthquake - 2011





Japanese Tsunami - 2011





The other unknowns.....

The ones we weren't prepared for





Burning issues

- Inability to track our staff
- Reactive and adhoc crisis management
- No approval process for high risk travel
- No risk assessment
- No accurate contact details or travel records
- Time intensive – manual processes

The big question – How was the University demonstrating that we meeting our "Duty of Care" obligations?





Conceptual solution

What we thought we needed

- Authorisation process for all travel.
- System for getting permission to travel to high risk destinations (DFAT 4/5).
- Easy way of capturing travel details
Where, when and how.
- Easy way of being able to contact staff if an issue arose.





What we did

- Introduced a travel process in our HSW Handbook which defined responsibilities and the steps for approval.
- Required a risk assessment to be completed.
- The Vice Chancellor agreed to sign off on all high risk destinations (e.g. DFAT 4 and 5)
- We purchased International SOS travel tracker. This was linked to our travel booking system so we could capture flights, accommodation, dates of travel and contact details.

**The system provided the opportunity
for the traveller and management to
re-consider the need to travel.**





Key components of the system

Traveller enters the trip into Travel and Entertainment system (web based)

limited providers

DFAT1-3 Normal Financial approval

Details are Automatically entered into ISOS

DFAT 4 & 5 requires a High Risk travel Process

1. Form which includes itinerary and benefits for this travel

2. **RISK Assessment (conducted by HSW Managers) with Controls**

3. **Approval** by each in turn

- Head of School/Branch
- Dean
- VC

THIS NOT A RUBBER STAMPING PROCESS

DFAT information via web

International SOS information via phone or web



Approval is not a rubber stamping exercise!

- Benefit to the **University** must outweigh the risk to the person.
- Travel requests have been rejected.





Crisis System process

What if the DFAT risk rating changes during travel?

- The HSW Team is alerted in two ways.
 1. via the online International SOS tool
 2. via Smart Traveller updates.
- The University can get assistance 24x7 from ISOS (up to date information and support)
- The HSW Team alert the travellers in the affected area and offer information and assistance.
- Updates are provided to the relevant Executives.
- The HSW Team then contacts all future travellers (depending on the severity of the incident)





Demonstration of the ISOS system in action



Control Risks

TravelTracker



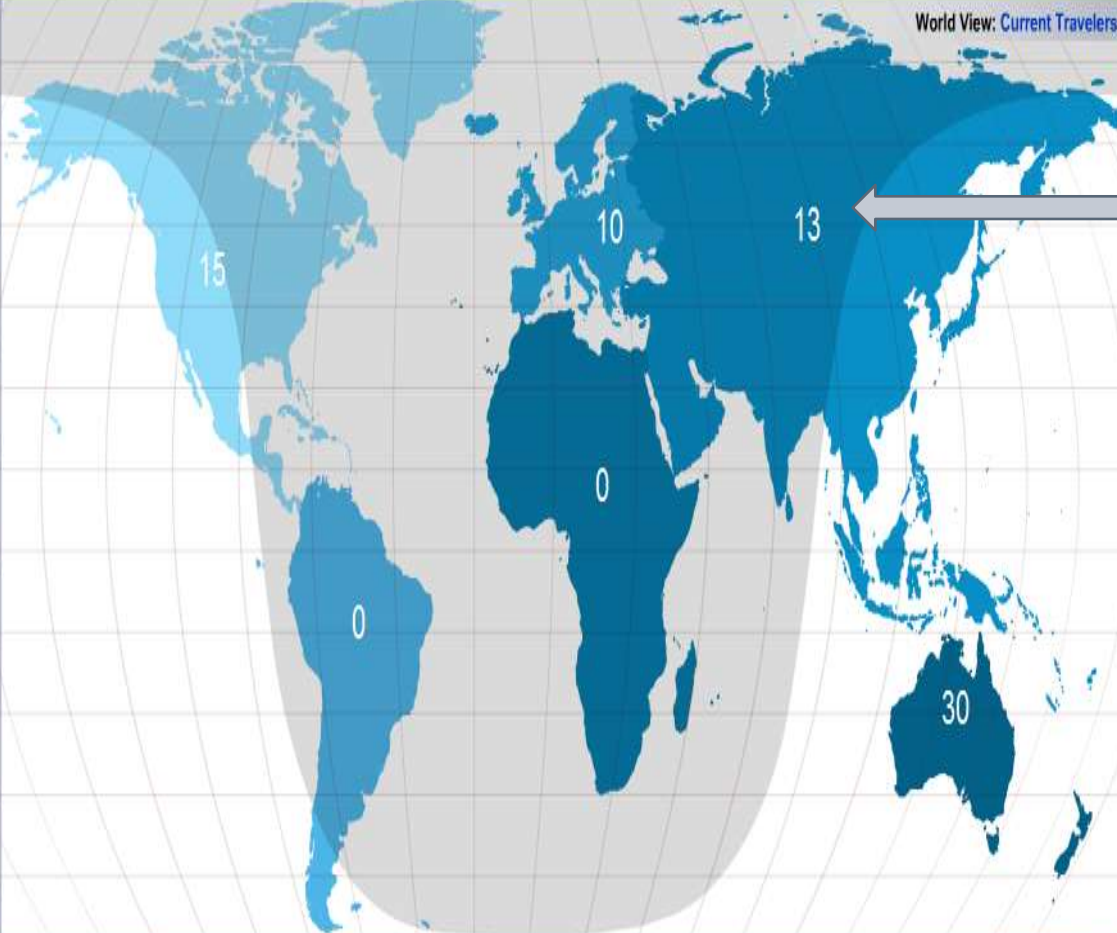
Welcome Jane Knipe

- [User Settings](#)
- [Help](#)
- [Logout](#)

Current Travelers Globally:	67
Travelers with Travel Updates:	28
Travelers with Medical Alerts:	51
Extreme/High Risk Travelers:	9

- Home
- Search
- Add/Edit
- Reports
- Top Destinations
- Related Links
- Map View

- 19:36 Mon 14 Mar 2011 New York
- 00:36 Tue 15 Mar 2011 London
- 01:36 Tue 15 Mar 2011 Paris
- 02:36 Tue 15 Mar 2011 Johannesburg
- 03:36 Tue 15 Mar 2011 Moscow
- 08:36 Tue 15 Mar 2011 Singapore
- 10:36 Tue 15 Mar 2011 Sydney
- 09:36 Tue 15 Mar 2011 Tokyo



Control Risks

TravelTracker



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Current Travelers Globally	67
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Travelers with Medical Alerts	61
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Home Search Add/Edit Reports Top Destinations Related Links Map View

- 19:38 Mon 14 Mar 2011 New York
- 00:38 Tue 15 Mar 2011 London
- 01:38 Tue 15 Mar 2011 Paris
- 02:38 Tue 15 Mar 2011 Johannesburg
- 03:38 Tue 15 Mar 2011 Moscow
- 08:38 Tue 15 Mar 2011 Singapore
- 10:38 Tue 15 Mar 2011 Sydney
- 09:38 Tue 15 Mar 2011 Tokyo

World View: Current Travelers

Europe Travelers - 10



- Austria**
- Vienna - 2
- Belgium**
- Brussels - 1
- Germany**
- Frankfurt - 1
- Hamburg - 3
- Italy**
- Bologna - 1
- Switzerland**
- Geneva - 1
- Zurich - 1

CLOSE X





TravelTracker



Welcome Jane Knipe

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- Current Travelers Globally: 87
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- Travelers with Medical Alerts: 51
- Extreme/High Risk Travelers: 9

Home Search Add/Edit Reports Top Destinations Related Links Map View

Location Date Name Risk Flight Hotel Event Airport Multiple Search Communication History

Select All Send Message View / Print All Results Export Export as ZIP

Flight: Arrives In Departs from Region: Country:

States: City:

Traveler Type:

* To enter multiple, please separate each by a semi-colon, e.g.item1;item2;item3

Travelers: 3 Results: 3

Last Updated: 14 Mar 2011 18:12 GMT

Name	Contact	Location	Alerts	Arrives	Departs	Flight Info	Hotel Info	Car Info	Comments
<input type="text"/>	<input type="checkbox"/>	Hamburg Germany		07 Mar 2011 10:30	One Way	LUFTHANSA GERMAN AIRLINES Flight 8			
Details All									
<input type="text"/>	<input type="checkbox"/>	Hamburg Germany		07 Mar 2011 10:30	One Way	LUFTHANSA GERMAN AIRLINES Flight 8			
Details All									
<input type="text"/>	<input type="checkbox"/>	Hamburg Germany		07 Mar 2011 10:30	One Way	LUFTHANSA GERMAN AIRLINES Flight 8			
Details All									

* =Manual Entry * =PTL Entry =Traveler location uncertain

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TravelTracker



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Home Search Add/Edit Reports Top Destinations Related Links Map View

[Return to Search](#)

Traveler Information

First Name:

Last Name:

Email:

Hotel Information

Flight Information

Lufthansa German Airlines 8

Departing: Germany ,Frankfurt

07 Mar 2011 09:30

Arriving: Germany ,Hamburg

07 Mar 2011 10:30

Reservation Code: PZTBRU

Returns: This is a one way flight

Car Rental Information

Additional Information

Cell Phone : 61401716563
 Ticket Country : Australia
 Agency : Campus Travel

Itinerary for Reservation Code :PZTBRU

Arrival City	Country	Arrival Date	Departure Date	Flight Number
Singapore	Singapore	06 Mar 2011 17:45	06 Mar 2011 23:55	SQ 278
Frankfurt	Germany	07 Mar 2011 06:10	07 Mar 2011 09:30	SQ 26
Hamburg	Germany	07 Mar 2011 10:30	One Way	LH 8

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TravelTracker



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▶ Current Travelers Globally	67	
▶ Travelers with Travel Updates	28	
▶ Travelers with Medical Alerts	51	
▶ Extreme/High Risk Travelers	9	

Select All Send Message View / Print All Results Export Export as ZIP

Flight:

Arrives In Departs from

Region:

Search All

Country:

* To enter multiple, please separate each by a semi-colon, e.g.item1;item2;item3

States:

City:

Traveler Type:

Now

Search

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Home Search Add/Edit Reports Top Destinations Related Links Map View

Location Date Name Risk Flight Hotel Event Airport Multiple Search Communication History

Select All Send Message View / Print All Results Export Export as ZIP

Flight: Arrives In Departs from

Region: Country:

States: City:

Traveler Type:

Departing between: 16 Mar 2011 Time 00:00 and: 15 Apr 2011 Time 00:00

* Supply Dates in (dd mmm yyyy) format and Time in (hh:mm) format

Travelers: 3 Results: 4

Last Updated: 14 Mar 2011 18:12 GMT

Name	Contact	Location	Alerts	Arrives	Departs	Flight info	Hotel info	Car info	Comments
<input type="text"/>	<input type="checkbox"/>	Osaka Japan		04 Apr 2011 12:35	08 Apr 2011 20:25	JAPAN AIRLINES INTERNATIONAL Flight 115			
<input type="text"/>	<input type="checkbox"/>	Tokyo Japan		30 Mar 2011 06:00	One Way	CATHAY PACIFIC AIRWAYS Flight 524			
<input type="text"/>	<input type="checkbox"/>	Tokyo Japan		01 Apr 2011 13:55	06 Apr 2011 20:30	AIR CHINA Flight 925			
<input type="text"/>	<input type="checkbox"/>	Tokyo Japan		04 Apr 2011 06:30	04 Apr 2011 11:30	GANTAS AIRWAYS Flight 21			

* =Manual Entry * =PTL Entry =Traveler location uncertain

TravelTracker Home Page - Windows Internet Explorer provided by The University of Adelaide

https://traveltracker.travelsecurity.com/default.aspx

File Edit View Favorites Tools Help

Convert Select

TravelTracker Home Page

Control Risks

TravelTracker

International SOS

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Current Travelers Globally	104
Travelers with Travel Updates	87
Travelers with Medical Alerts	41
Extreme/High Risk Travelers	9

Home Search Add/Edit Reports Top Destinations Related Links Map View

Australia - 22 United States - 21 United Kingdom - 9 France - 8 China - 4

World View: Current Travelers

City	Time	Date
New York	03:40	Tue 21 Jun 2011
London	08:40	Tue 21 Jun 2011
Paris	09:40	Tue 21 Jun 2011
Johannesburg	09:40	Tue 21 Jun 2011
Moscow	11:40	Tue 21 Jun 2011
Singapore	15:40	Tue 21 Jun 2011
Sydney	17:40	Tue 21 Jun 2011
Tokyo	18:40	Tue 21 Jun 2011

Colombo on 21 June 21 Jun 2011 00:06 Situation Updates: Bangladesh Opposition groups to stage protests against inflation, stock market crash 21 Jun 2011 00:06 Situation Updates: Banglade:

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https://traveltracker.travelsecurity.com/Risks.aspx?section=risk&source=default

Internet | Protected Mode: On 100%

iTunes Knipe, Jane - Jun. 2... The University of Ad... TravelTracker Home... Microsoft PowerPoi...

5:10 PM



Control Risks

TravelTracker

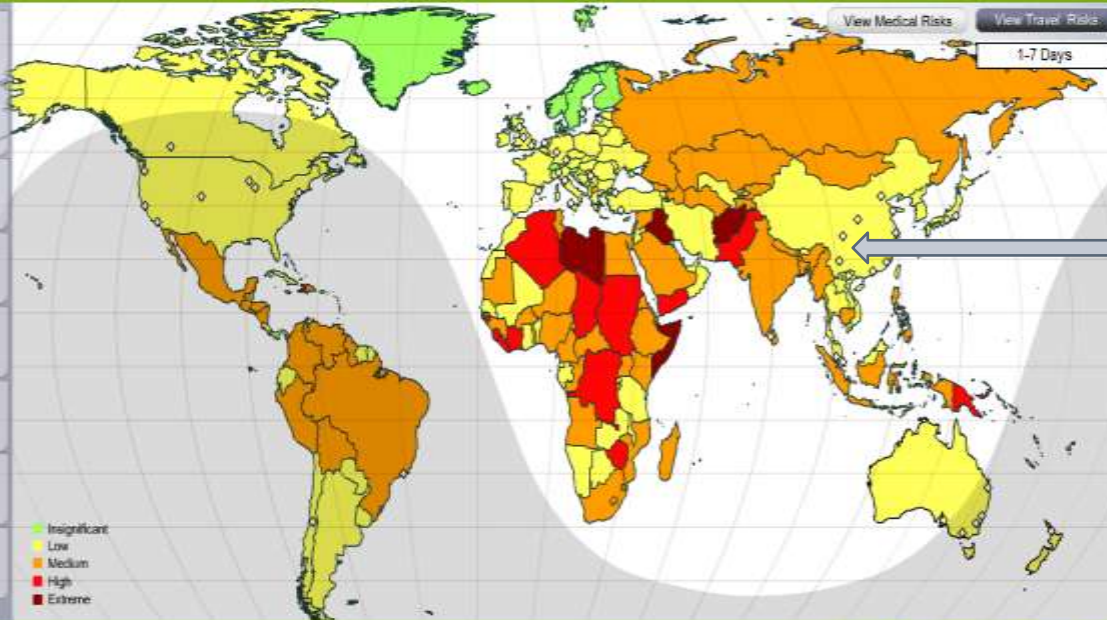


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Home Search Add/Edit Reports Top Destinations Related Links Map View
Continent View Now Next 24 hours 1 - 7 Days

- 03:47 Tue 21 Jun 2011 New York
- 08:47 Tue 21 Jun 2011 London
- 09:47 Tue 21 Jun 2011 Paris
- 09:47 Tue 21 Jun 2011 Johannesburg
- 11:47 Tue 21 Jun 2011 Moscow
- 16:47 Tue 21 Jun 2011 Singapore
- 17:47 Tue 21 Jun 2011 Sydney
- 18:47 Tue 21 Jun 2011 Tokyo



Last Updated: 21 Jun 2011 06:44 GMT 21 Ju

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Examples of Email Alerts

On average we receive up to 10 updates per day
They are real time updates

- Regional Security Forecasts
- Travel Security Online
- Medical alerts

The triggers for us to check on our travellers





University of Adelaide Multiple Passengers on Same Flight Report

Travel date from: 19 Jun 2011
Threshold: 5

Flight number	Airline	Departure date	ORIGIN	DESTINATION	Name	Additional info	PNR
MH138	Malaysia Airlines	25 Jun 2011 15:00	Adelaide, Australia	Kuala Lumpur, Malaysia	Name 1	Ticket issued in: Australia Agency: STA Travel	2N4W0Q
					Name 2	Ticket issued in: Australia Agency: STA Travel	8JYX5P
					Name 3	Ticket issued in: Australia Agency: STA Travel	2N4W0Q
					Name 4	Ticket issued in: Australia Agency: STA Travel	8JYX5P
					Name 5	Ticket issued in: Australia Agency: STA Travel	65YFOL
MH138 total passengers: 5							
BA637	British Airways	25 Jun 2011 17:45	Athens, Greece	London, United Kingdom	Name 1	Ticket issued in: Australia Agency: STA Travel	249JBX
					Name 2	Ticket issued in: Australia Agency: STA Travel	249JBX
					Name 3	Ticket issued in: Australia Agency: STA Travel	249JBX
					Name 4	Ticket issued in: Australia Agency: STA Travel	4VSCDD
					Name 5	Ticket issued in: Australia Agency: STA Travel	5S6Q44
					Name 6	Ticket issued in: Australia Agency: STA Travel	X95AZW
BA637 total passengers: 6							
MU733	China Eastern Airlines	02 Jul 2011 14:00	Kunming, China	Hong Kong, Hong Kong (SAR)	Name 1	Ticket issued in: Australia Agency: STA Travel	252PPZ
					Name 2	Ticket issued in: Australia Agency: STA Travel	2N4W0Q
					Name 3	Ticket issued in: Australia Agency: STA Travel	6MOMW2

Name 1

Name 2

Name 3



Gaps in the system

- Not using the Travel and Entertainment system
- The Travel and Entertainment system only use preferred suppliers.
- Some staff are still travelling without approval.
- Payments using personal credit cards.





Future aspects of the system

- Proactive emailing of the traveller
 - Tailored to their destination
 - Letting them know what issues are in their destination country
 - Vaccinations and any other health related info
 - Security items
- Currently tightening the loop through training and promotion of the benefits of using the T&E system and ISOS tracking system.





Overall

- System allows the University to have a level of transparency on our travellers.
 - Leading to more control
 - Better response times
 - A level of comfort at the executive level
- A vast improvement in our systems.
- It has the buy-in of Executive and Management at all levels.
- We can now demonstrate we are meeting our Duty of Care responsibilities.





If you are interested in contacting ISOS



<http://www.internationalsos.com/en/>

or viewing the Uni of Adelaide's system

<http://www.adelaide.edu.au/hr/ohs/handbook/travel/>

