

Emergency Plan

Stays Abroad

CHECKLIST 1: For BOKU Members Abroad

CHECKLISTE 1a: For BOKU Employees Travelling¹ Abroad on University Business and BOKU Students with an Explicit Travel Order²

1) PRIOR to the Journey

- a) **Self dependent orientation** on the website of the BMeiA (Federal Ministry for Europe, Integration and Foreign Affairs) concerning the security situation and recommendations for the destination country; travelling to countries with an explicit travel warning needs a separate agreement of the employer (Rectorate).
- b) Gather emergency numbers for the destination country (European Emergency Number 112 or others; telephone numbers of the Austrian representative authorities in the destination country, etc.), learn the BOKU emergency number by heart so that it is also available in case of a stolen cell phone.
- c) Take out a travel insurance: ATTENTION: the European Travel Insurance is only valid for a maximum of 30 consecutive days; longer business travels are only covered by the European Travel Insurance upon additional charges.
- d) Have the **travel order** signed PRIOR to departure^{3, 4}

There is NO insurance coverage without a signed travel order prior to departure! Together with the superior, communication rules need to be defined for journeys to remote areas (how often does the traveler have to get in touch with the institute – for example, once a week; graded according to “practicable solution for regular journeys to remote areas without expected risks”, and “journeys bearing risks”. When the superior or the employer respectively orders the return, the responsibility lies with the traveler when he/she fails to do so. The traveler may not be ordered to stay. If the traveler does not get in touch at the agreed upon dates, the alarm chain (see checklist 2) is started by the superior or the contact person at the institute whom the traveler should have contacted:

Verifiable attempt to reach the traveler, (if possible) making contact with the respective partner university, informing BOKU’s crisis management group and the Austrian representative authorities in the destination country – the Federal Ministry for Europe, Integration and Foreign Affairs.

- e) **Make customary travel arrangements**: vaccinations, possibly seeking advice at medical institutions specialized in travel abroad; e-card ; BMeiA emergency card; preparing an emergency envelop, asking local contact persons on recommended and country-specific behavior

¹ This checklist only refers to business travel (including conference visits); however, NOT for leaves of absence (Dienstfreistellung).

² BOKU students with a travel order are students who work on their Master’s or Doctoral thesis abroad. These students need a written confirmation of the Master’s or Doctoral thesis supervisor stating that this work can only be done in the target country. In addition, they have to sign the checklist, irrespective of whether the work is conducted in the framework of a scholarship administered by the Center for International Relations or not.

³ The following has to be added and signed to the travel order form: “I hereby confirm that I have read the Checklist for BOKU Employees Travelling Abroad on University Business and abide to it.” The employer has to ensure that the employee has read it.

⁴ Employees have the right to refuse a business trip, especially in the case of security concerns.

patterns (for example, distribution of business cards; but also: in the case of a car accident should one pass on or stop to help?), etc.

Students either need to show a consultation confirmation of a tropical medicine institute or sign that they take the responsibility for their own health provision.

f) Refresh practical first aid knowledge

g) **Deposit a current, closed emergency envelop** at the institute's secretary (and possibly stored in electronic form in a secure file with restricted access rights – only on a voluntary basis). This emergency envelop should contain the following information: fellow travelers, detailed addresses and contact persons along the travel route; information on Austrian representatives and contact persons in the destination country; copies of tickets and documents (**passport and vaccination certificate! Optional: credit card**), **telephone number of person / close relative that should be contacted in the case of an emergency**. These close relatives have to be informed about the emergency plan and all possible contact persons at BOKU.

h) For excursions with students the following information must be available at BOKU and the Austrian representative authorities responsible for the destination country: list of all travelers (name, citizenship, date of birth, passport number, date of entry and departure, cell phone number); itinerary (dates and places of viewing locations and overnight stays) as well as contact persons in the destination country and at BOKU

i) **For excursions with students** to remote areas these additional measures must be taken: taking an emergency pager along (see separate checklist for the use of emergency pagers) plus the following numbers for emergency situations must be provided: contact person 1 = local person who is not part of the excursion, contact person 2 = BOKU-24h-hotline, information on the person who should be contacted in an emergency situation in the emergency envelop.

j) **Print and carry along:**

– BOKU insurance card of the European Travel Insurance

– BMeiA emergency card (printable at the website www.bmeia.gv.at)

– Address + phone number of the Austrian representation authority (or the responsible representation authorities in the case of another citizenship) in the destination country

– BOKU's emergency checklists 1a + 2 – copy of the emergency envelope; keep this copy separate from the original documents!

k) Should a traveler require professional support in order to process and recover from the consequences of what he/she has experienced (supervision, etc.), the Personnel Development and work councils can assist.

2) DURING the journey (for trips lasting more than two weeks or lead away from the destination's capital):

a) After arrival: registration at the Austrian representation authority or a contact office (for example, online registration via the BMeiA website)

b) As required: handing a copy of the emergency envelope over to a partner university / Austrian representation authority

c) According to possibility: providing BOKU with a local telephone number (for the institute's secretary to take down on the emergency envelope)

d) Follow the news in the media periodically. In case of a catastrophe in the destination country (even when no BOKU member is affected!) inform relatives as well as BOKU that everything is ok!!! If needed, contact a local confidant to inform yourself about their assessment of the situation

e) Inform the responsible Austrian representation authority in the case of traveling to remote / insecure areas for more than 5 days

3) IN THE CASE OF AN EMERGENCY:

a) On location: if possible immediately alert the task forces:

WHAT has happened?

Explain the situation in short and clear words!

WHERE has it happened?

Provide information on the location, city and part of the city, street name and number as well as any additional helpful information.

You are foreign to the accident location? Ask local people / passers-by, ask them for their help localizing the spot. The more precise your information on the location, the less time is wasted by the task forces to search the emergency location.

WHICH injuries / damage

Explain the kind of injury / damage as detailed as possible.

HOW MANY are injured?

This is important information to figure out the required emergency vehicles.

WHO reports the case of emergency?

Provide information on you and have your phone number ready.

PLEASE NOTE!

Only hang up the phone after the person in charge has confirmed all data and ensured that the task force will be informed and is on its way as quickly as possible.

b) Call BOKU's hotline for the European Travel Insurance +43-1-50 444 00 and provide the following information:

- What has happened?
- Who is affected (and how many)?
- Which measures have already been taken?
- Where is the affected person? How can the caller be reached (telephone number, email, etc.)?

c) In the case of accidents, a catastrophe and political unrest you should immediately contact the closest Austrian representation authority.

d) Especially in the case of political unrest and a catastrophe also get in touch with the **BMeiA**:
24 hour emergency phone number: +43 - 50 11 50 - 44 11 or +43 – 90 11 50 – 44 11

Depending on the kind of emergency the following measures have to be differentiated:

Kind of Emergency	Specific Situation	Who needs to be contacted? (in the case of emergency, the person affected only needs to contact one place, ideally the other places are contacted in a second step)
1) Life-threatening situation	Accident / illness	1) Call the emergency number (if necessary via a contact person at the local partner

		university); for example 112 in Europe ⁵ 2) call BOKU's 24 hour Hotline at the European Travel Insurance +43-1-50 444 00 4) Call relatives
	Kidnapping / political unrest / demonstrations / acts of terror / imprisonment / being trapped in a location	If still possible: 1) Call the emergency number (if necessary via a contact person at the local partner university); for example 112 in Europe 2) call the BMeiA hotline: +43 – 50 11 50 – 44 11 or + 43 – 90 11 50 - 44 11 3) call BOKU's 24 hour Hotline at the European Travel Insurance +43-1-50 444 00 4) Call relatives
2) Threat to BOKU facilities / equipment	For example, a BOKU laptop was stolen	Call BOKU's 24 hour hotline at the European Travel Insurance +43-1-50 444 00
3) Personal belongings are in danger	For example, a passport was stolen	Access the emergency envelop at the department – then contact the Austrian embassy in the destination country or other institutions (bank for credit cards, etc.)

4) After the return: inform the person of trust / superior / BOKU crisis management group about the dangerous situation and any „unpleasant experiences“ (the person of trust has to anonymously inform the crisis management group), the person of trust may also inform the work council, Austrian Chamber of Labor - Equal Treatment Commission, etc.

⁵ Link to a YouTube video on how to make an emergency call:
http://www.youtube.com/watch?v=XPZv_8dABfU&sns=em

CHECKLIST 1b: For BOKU Students (self-organized stays abroad or excursion participants)⁶

Basically what has been said in checklist 1a is also valid. However, self-organized stays abroad do not require any confirmation as mentioned in footnote 2.

⁶ This checklist still has to be discussed with the Austrian Student Union (particularly for the special case of contact persons at the partner university); however, it will include parts of the checklist 1a

CHECKLIST 2: for BOKU in the Case of an Emergency

- 1) Take down the following information:
 - What has happened?
 - Where has it happened?
 - Who is affected? (How many are affected)?
 - Which measures have already been taken?
 - Where is the affected person? How can the caller be reached (telephone number, email, etc.)?
 - Date and time the emergency call came in; name of the person taking the call

At the end of the conversation: agree when and where the next contact will be established with the caller

- 2) After this, inform BOKU's crisis management group:
 - Within BOKU: Rectorate (all 5 = crisis management group management) as well as the advisor in the crisis management group: BOKU's regional representative of the target destination, Mag. Klement, Dr. Michael Hauser, Dr. Calderón-Peter
 - The Rectorate decides on further measures; only then:
 - Contact the relatives of the affected person(s) (emergency contact has to be provided by every BOKU traveler)

- 3) a) Inform the emergency caller of the following:
 - Which actions does BOKU take?
 - What should the person abroad do?
 - How will further contacts be established?

b) Take action as agreed by the Rectorate:
Possibly get in touch with the Austrian representative authority or colleagues at the local partner university in order to plan further measures

Contact relatives.

- 4) Continue the procedure of 3) until the problem can be solved and the BOKU member either informs BOKU that he/she has regained the ability to act and is legally competent again (ensure this information is provided in writing by the person and the Austrian representative authority!) or the person has returned to Vienna.