

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

Before the Journey

- Independent 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 as well as for all other countries on your way to the destination (e.g. with regard to customs and vaccination requirements for transit flights, required stamps in the passport etc.). Travelling to countries with an explicit travel warning needs a separate agreement of the employer (Rectorate). It is always recommended to register before departure on the BM:EIA-Website: <http://www.reiseregistrierung.at/> (only possible for Austrian citizens)
- Gather emergency numbers for the destination country (European Emergency Number 112 or other telephone numbers of the Austrian representative authorities in the destination country, etc.)
- Commit the BOKU emergency number to memory in case of a stolen cell phone.
- Check if your SIM Card/mobile phone (apps/social media) functions in the country you are travelling to, and look for alternatives.
- Check BOKU's travel insurance and install the insurance app (https://www.chubb.com/content/dam/chubb-sites/chubb-com/at-de/global/global/documents/pdf/chubb_at0115_ah_bta_travel_smart_app_downloadanleitung_factsheet_202401.pdf) In addition to travel and safety information, the app also includes an 'emergency button' for a direct line to CHUBB as well as videos, e.g. on the correct behaviour in the event of a fire.
- Have the travel order and the information on personal data processing signed PRIOR to departure,³
- There is NO insurance coverage without a signed travel order prior to departure.
- Together with the superior/employer, communication rules need to be defined for journeys to remote areas⁴.
- If the superior/employer respectively orders that the BOKU traveller returns from their destination, the responsibility lies with the traveller if he/she fails to do so. The traveller may not be ordered to stay.
- If the traveller does not get in touch on the dates that were agreed, the alarm chain (see checklist 2) is initiated

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

² BOKU students with a travel order are students who work on their Master or Doctoral thesis abroad. These students need written confirmation of the Master or Doctoral thesis supervisor stating that this work can only be done in the target country. In addition, they have to sign the checklist and the information on personal data processing, irrespective of whether the work is conducted in the framework of a scholarship administered by the Center for International Relations.

³ Employees have the right to refuse a business trip, especially if there are security concerns.

⁴ For example, how often and by what means of communication does the traveller have to get in touch with the institute? (e.g. e-mail once a week; graded according to "practical solution for regular journeys to remote areas without expected risks", and "journeys bearing risks".

by the superior/employer or the contact person at the institute with whom the traveller should have contact⁵.

- Make custom travel arrangements:**
 - vaccinations, possibly seeking advice at medical institutions specialized in travel abroad⁶. or MA15 –
 - e-card ; BMeiA emergency card;
 - preparing an emergency envelope,
 - asking local contact persons on recommended and country-specific behaviour patterns (for example, distribution of business cards; but also: in the case of a car accident should one pass on or stop to help?),
 - check the luggage regulations for the means of transport chosen (e.g. with regard to locking the suitcase, transporting electronic devices) as well as the customs regulations (e.g. in case of material samples to be taken with you), etc.
- Students either need to show a consultation confirmation of a tropical medicine institute or sign to say that they take the responsibility for their own health provision.
- Refresh practical first aid knowledge.
- Deposit a current, sealed emergency envelope** at the institute's secretary (and possibly stored in electronic form in a secure file with restricted access rights – only on a voluntary basis)⁷.
- 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 travellers⁸, itinerary (dates and places of viewing locations and overnight stays) as well as contact persons in the destination country and at BOKU.
- For excursions with students** to remote areas, these additional measures must be taken: taking an emergency pager (see <https://short.boku.ac.at/int-notfallplan>) 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 envelope.
- Print and carry** with you at all times:
 - BOKU-Emergency Card for Business Trips

⁵ Verifiable attempt to reach the traveller, (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.

⁶ Vaccinations and counselling are also available (often at a better price) at BOKU's specialist in occupational medicine or MA15. (www.boku.ac.at/universitaetsleitung/rektorat/stabsstellen/gesund/arbeitsmedizin)

⁷ This emergency envelope should contain the following information: fellow travellers, 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 – ATTENTION: since January 1st, 2015, ATM cards have to be activated for use in certain countries outside the European Union, so please check this in advance), 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 the 24-h-hotline telephone number of the European Travel Insurance (which is the first point of contact in case of an emergency!).

⁸ (name, citizenship, date of birth, passport number, date of entry and departure, cell phone number);

- 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;

During the journey⁹

- After arrival: registration at the Austrian representation authority or a contact office (for example, online registration via the BMeiA website)
- As required: handing a copy of the emergency envelope over to a partner university/Austrian representation authority
- Wherever possible: providing BOKU with a local telephone number (for the institute's secretary to keep with the emergency envelope)
- 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 get their assessment of the situation
- Inform the responsible Austrian representation authority if you are traveling to remote/insecure areas for more than 5 days.

In Case of Emergency

- a) On location: if possible immediately alert the task forces:
- WHAT has happened (where)?
Explain the situation in short and clear words.
 - WHERE has it happened?
Provide information on the location; city and area of the city, street name and number as well as any additional helpful information¹⁰.
 - HOW MANY are injured?
This is important information to figure out the required emergency vehicles.
 - WHO has reported the emergency?
Provide information about yourself 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 **CHUBB** Travel Insurance +43-1-2530747 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 case of an accident, catastrophe or political unrest you should contact the closest Austrian representation authority immediately.

⁹ For trips lasting more than two weeks or that aren't in the destination's capital.

¹⁰ If you don't know where you are, ask local people/passers-by for their help localising the spot. The more precise your information on the location, the less time it will take the task forces to find the emergency location.

- BOKU's emergency checklists 1a + 2 — copy of the emergency envelope; keep this copy separate from the original documents.
- Should a traveller require professional support in order to recover from the consequences of what he/she has experienced (supervision, etc.), the Personnel Development and work councils can assist.

d) In case of political unrest or a catastrophe, also get in touch with the **BMeiA: 24 hour emergency phone number: +43 1 90115 4411**

On Returning to BOKU

- 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 Labour - Equal Treatment Commission, etc.

CHECKLIST 1b: For BOKU Students (self-organised stays abroad or excursion participants)¹. What has been said in checklist 1a is also valid. However, self-organised stays abroad do not require any confirmation as mentioned in footnote 2.

In Case of Emergency

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

Kind of Emergency	Specific Situation	Who needs to be contacted? (in case of emergency, the person affected only needs to contact one place, ideally the other places are contacted later)
1) Life-threatening situation / health impairment	Accident / life-threatening illness b) in case of less severe illness: call 2) directly	1) Call the emergency number (if necessary via a contact person at the local partner university); for example 112 in Europe ¹¹ 2) call BOKU's 24 hour Hotline at the CHUBB Travel Insurance +43-1-2530747 3) Call relatives
	Kidnapping/political unrest/demonstrations/acts of terror/imprisonment /being trapped in a location	If 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 – 90 11 50 - 44 11 3) call BOKU's 24 hour Hotline at the CHUBB Travel Insurance +43-1-2530747 4) Call relatives
2) Threat to BOKU facilities / equipment	For example, a BOKU laptop was stolen	Call BOKU's 24 hour hotline at the CHUBB Travel Insurance +43-1-2530747
3) Personal belongings are in danger	For example, a passport was stolen	Access the emergency envelope at the department – then contact the Austrian embassy in the destination country or other institutions (bank for credit cards, etc.)

¹¹ Link to a YouTube video on how to make an emergency call:
http://www.youtube.com/watch?v=XPZv_8dABfU&sns=em

CHECKLIST 2: For BOKU in Case of Emergency

Notes

- 1) Record the following information:
 - What has happened?
 - o Where has it happened?
 - o Who is affected? (How many are affected)?
 - o Which measures have already been taken?
 - o Where is the affected person? How can the caller be reached (telephone number, email, etc.)?
 - o 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 the 24-h-hotline of the **CHUBB** Travel Insurance, to see if they are already informed. **CHUBB** then will contact BOKU's crisis management group:
 - Within BOKU: Rectorate (all 5 = crisis management group management) as well as the advisor in the crisis management group: regional representative of the target destination, Heads of CDR, Center for International Relations and Public Relations as well as the head of the institute of the person "in danger". The Rectorate decides on further measures; particularly about a face-to-face meeting of BOKU's crisis management group in order to distribute tasks and define communication rules (who is in charge of communicating with the European Travel Insurance/BMeIA/the relatives of the person in danger – is this communication running in parallel or in consecutive order; who has the power to decide on next steps to be taken; etc.) only then:
 - Contact the relatives of the affected person(s) (emergency contacts have to be provided by every BOKU traveler).
- 3) a) Inform the emergency contact of the following:
 - Which action did BOKU take?
 - What should the person abroad do?
 - How will further contact be established?
- 3) b) Take action as agreed by the Rectorate **with CHUBB**:
 - Possibly get in touch with the Austrian representative authority or colleagues at the local partner university in order to plan further measures
 - c) 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.