

POLICY

Work Related Travel

Contact Officer

Head of Procurement

Purpose

This policy applies to all work-related travel and off-site visits carried out by staff and students of the University and provides guidance on when staff and students will be reimbursed for costs incurred on University activity.

Overview

The overarching aim of the policy is to consider the health and safety and insurance implications of work-related travel, whether such travel is domestic or overseas, and to ensure that the University is able to manage associated risks to an acceptable level.

Scope

This Policy applies to all staff and students at all levels within the organisation. Categories of travel include (not exclusively): recruitment visits, attendance at conferences, business meetings, research in overseas countries and teaching overseas and relate to all forms of transport, accommodation and subsistence (with the exception of local hotel bookings for Worcester and Premier Inn bookings, where separate contracts exist).

1. Responsibilities

This policy follows the principles of responsibility outlined in the University Health and Safety Policy: <https://www.worcester.ac.uk/facilities-staff/health-and-safety-policy.html>

However, the following detail applies in addition:

Staff and students are responsible for:

- Taking care of their own health and safety whilst undertaking off-site visits and not compromising the safety of colleagues they may be travelling with.
- Utilising the systems in place for managing such visits within their Departments.
- Feeding back any concerns to the University at an appropriate point either during or after the visit.
- Ensuring that all relevant paperwork (Passport, Visa and Itinerary documents) are up to date and correct.
- Providing a photocopy of their Visa and Passport to their Administration Department.
- Completing Risk Assessments for each journey they undertake on behalf of the University when travelling abroad.
- Ensuring that their own vaccinations are up to date and relevant for the areas that they are visiting.
- Monitoring the Foreign and Commonwealth office website and local news channels whilst overseas.
- As a representative of the University, acting responsibly and professionally at all times.

The Head of Department or other Line Manager is responsible for:

- Ensuring that an appropriate system is in place to consider the adequacy of risk assessments and ensuring that a suitable management system is in place, and monitored within their Departments which reflects the requirements of this policy.
- Ensuring that staff and students who undertake travel as part of their work are suitably trained and experienced to do so.
- Responding to incidents and feedback which is reported by staff and students.
- Ensuring that a robust system is in place to manage staff and students who may be off-site within all their areas of control.
- Receiving reports of significant residual risks and making considered decisions on their acceptability involving the Health & Safety Officer and members of University Executive if appropriate, in accordance with the risk statement.

The Director of Finance is responsible for:

- Selecting a suitable travel agent, taking into account health and safety considerations e.g. the availability of a 24 hour help line, passenger tracking information, the facilitation of accommodation, health and safety checks.
- Providing a contact point to receive updates from Travel Insurance providers and travel agencies.
- Arranging overseas travel insurance on behalf of the organisation and publishing the levels of cover.
- Initiating a suitable response to safety alerts received in relation to overseas destinations.

The University Executive is responsible for:

- Establishing the risk statement in relation to overseas travel, and for considering this

statement when strategic decisions are made in relation to work off-site.

- Considering any requests for off-site visits where significant residual risks exist, or where requests are made to travel to areas outside the published risk statement.
- Taking suitable action to manage incidents which may arise involving University staff and students.

2. Modes of Travel

Rail

Rail travel must be booked through the nominated Travel Management Company (“TMC”) as far as possible in advance to gain the best pricing for tickets. Please note that the University no longer uses rail warrants.

Ticket collection

Tickets can be booked ready for collection at the station including on the day of travel so staff are advised that they no longer need to buy a ticket on the day (at the most expensive rates) and should not need to claim back on expenses.

On occasions tickets may be split to gain the best fares. On the journeys where seat reservations can be made staff are advised to request a reserved seat.

The TMC is advised that the default fare is standard. If any other fare is required then this must be pre-authorised by Head of Department or more senior University member of staff.

Tube/Metro

Fares should be included on the rail ticket price, however this can be claimed back on expenses if you are unable to get zone cards at the time of booking.

Air Travel

Prospective travellers should utilise the facility provided by the TMC to look at flights and if necessary hold flights.

The TMC has access to better discounts and priority fares and has the capacity to hold fares for much longer than booking directly on the internet. Staff must use this service to help establish the costs of travel before getting authorisation for travel/conference and again once the travel is authorised.

The TMC will have due consideration for the carrier being suggested and the suitability of the Health and Safety of the traveller.

The TMC holds corporate/frequent flyer cards on behalf of the University and travellers should use these wherever possible.

All staff travelling on the same route are expected to travel in the same class.

The TMC have been advised that the standard class of seat is Economy. This may only be changed with the explicit approval of Head of Department or more senior Manager and may be considered if a flight is over 6 hours and staff are expected to work within 6 hours of arrival.

When planning visits and booking flights travellers should consider their arrival time and designated work schedule on arrival.

Members of staff/students must accept that on occasions due to timetables/price they cannot go from their airport of choice. On these occasions the alternative options of getting to airports should be considered:-

Taxi to airport (and return) – to be booked by departments using the University’s contracted suppliers.

Hire Car (one way) to the airport – to be booked via departments using the University’s nominated car hire company.

Own car + Airport Parking – to be booked by departments.

Hire Cars

Individuals can choose to use a hire car where public transport is not suitable for the visit.

When hiring a car the most appropriate and economical size of car should be requested to suit the number of people travelling and the length and type of journey. The individual should consider the additional charges for the location of car delivery (home or work) and delivery time to minimise excess charges. Individuals who hire vehicles are also responsible for refueling the vehicle prior to pick-up. Staff will be reimbursed for this through the expenses system, supported by a valid itemised receipt. Failure to do this incurs excessive charges from the hire company and may result in reimbursement of the difference being recovered from the driver who failed to adhere to this procedure.

<O:\All Staff Documents\Finance\FORMS\Car Hire booking form 2017.xlsm>

Taxis

Taxis should be pre-booked by the users administration department using nominated and authorised taxi companies. For airport trips this should be preceded with a PO number.

Ad-hoc fares should be paid for by an individual and claimed back on expenses with a valid itemised receipt.

Please note that no reimbursements will be made for trips between University Campuses/sites, either mileage claims or bus/taxi fares.

Coach Hire

The University has contracts with several coach companies for ad-hoc trips and Graduation and Open Days.

All fares in relation to coach hire are on the O drive:

<O:\All Staff Documents\Finance\Purchasing Price Lists & Info\Coach Hire>

3. Subsistence: Costs the University will pay or reimburse

Reimbursement of subsistence costs is via the University’s electronic expenses system, Access aCloud, and must be supported by valid scanned itemised receipts. If staff require access to aCloud, they should contact their Departmental Expenses Administrator, who will request set-up from the payroll department within Finance.

Procedure notes on joining and using the expenses system can be found at:

<O:\All Staff Documents\Finance\Access aCloud Expenses System\Access aCloud Expense System Training Notes.docx>

For all travel the University will pay or reimburse costs that are wholly, exclusively and necessary for the University’s business. However, the University will do this within certain parameters and limits which have been informed by guidance issued by HMRC. These parameters and limits are designed

both to ensure that all travel represents value for money and that the individuals do not face a potential tax liability as a result of their travel.

Whilst the University will not outline guidance on every scenario or type of expenditure, staff and students are expected to apply “common sense” and the principles behind the guidance below when determining if a cost is appropriate. Wherever possible if staff are expected to be at the same meeting they should consider travelling together to save money and carbon emissions. Specific guidance is outlined below for key areas:

Accommodation

The TMC has been advised that staff or students travelling on behalf of the University are expected to stay in suitable safe establishments. Whilst it is not possible to give a maximum cost per night which will be appropriate to every country or region, the University expects that accommodation and breakfast costs will generally not exceed the local currency equivalent of the £120 per night maximum. (Although discretion is required to ensure that this is not excessive in certain countries)

Airport Lounges

For long haul flights or flights with a long stopover airport lounges will be considered with pre-approval.

Baggage

If excess baggage is required as a result of your trip then the TMC must be notified when booking.

Bus Fares

Costs for using buses will be reimbursed with a valid itemised receipt.

Please note that no reimbursements will be made for trips between University Campuses/sites, either mileage claims or bus/taxi fares.

Car Parking

Costs for parking at railway stations and public car parks will be reimbursed with a valid itemised receipt. Airport parking should be arranged via departments.

Congestion Charge

Drivers should register vehicles prior to travel and claim back by providing the proof of registering / purchase. Further details on the congestion charge are available on the attached link.

<https://tfl.gov.uk/modes/driving/congestion-charge>

Dietary/Assistance Requirements

These must be notified at the time of booking with the TMC.

Foreign Exchange costs

Individuals will be reimbursed for the actual cost incurred in pounds sterling provided a valid itemised receipt (or bank statement showing the exchange cost) is attached.

For expenses submission the firm XE is used as the basis for calculation of the day incurred expense. If currency is purchased via a Bureau de Change then a receipt showing the exchange rate must be produced.

Holiday Costs

On occasions travellers may wish to add days to the beginning or end of the trip. The University will only pay the costs of the travel associated with University business for that individual.

Individuals who want to extend their travel or include partners must book their own travel and can use the TMC if required, however the University will only re-imburse the business element of the

trip.

Travellers will be expected to pay the difference in flight costs, should the amended date increase the cost of the booking. If the costs are the same or cheaper the ASU will book the flights, where the flight cost is more expensive you will be required to book your flights and reclaim the cost (the amount reimbursed will be cost of the flights for the dates you should have travelled on University Business).

Administrators will not book accommodation for personal holidays, they will book accommodation for the duration of your work-related business only. Therefore additional nights must be booked and paid for by the individual.

The University's Travel insurance Policy provides cover for trips abroad where the University element of the trip is more than 50% of the time away from the UK, provided that the person is fit to travel at the point they leave the UK and any "private" travel is incidental (see Appendix 4 for further information).

Laundry

As a general rule the costs of laundry will not be reimbursed, however the exception for this is long trips when reasonable costs will be claimable via expenses with a valid itemised receipt.

Meals

The University will reimburse/pay for reasonable daily costs of meals when the individual is on business. As a general guideline when purchasing meals, individuals should where possible keep within the allowance of £30 for evening meals, £10 for lunch and £10 for breakfast. When travelling abroad, the local currency equivalent of these figures should be used. There will be some instances where this cannot be achieved and travellers are requested to seek guidance at the point of arranging a trip. The University will reimburse actual meal costs incurred with a valid itemised receipt; it will no longer pay flat rate allowances because of the individual tax liabilities that could be incurred.

University policy does not define specific guidelines for what constitutes a reasonable meal expense, because the reasonableness of an expense depends upon many relevant factors including the business purpose of the event and its attendees.

"Reasonable" means the amount that normally would be spent in that specific situation. The amount will vary depending upon circumstances but lavish or extravagant meals will not be paid for by the University.

In the course of spending University funds, consider these questions to ensure that resources are being used appropriately:

- Is there a good explanation as to why the expenditure is appropriate?
- Has it been adequately documented?
- Could the amount spent be comfortably defended under public scrutiny? (FOI)
- Would you be free from worry if the expense was selected for audit?

The University will pay the cost of alcoholic beverages only in particular circumstances up to a reasonable amount and this should be agreed in advance with your Head of Department / ASU Manager. Such costs must be separated out on valid itemised receipts to assure accurate reporting and cost recovery. Prudence should be used in the purchase of such beverages as they may comprise a significant portion of the cost of the meal.

Tipping costs are not reimbursable (see Section 14).

The policy, of course, does not preclude the host from paying out-of-pocket for amounts above this level as long as they are not claimed.

Mileage Rates

Individuals should consider if their journey can be made by public transport in the first instance and use this where it is practical and economic. If this is not possible personal travel arrangements should adhere to the following:

Individuals that travel on University business using their own car must have the correct insurance which includes business travel, a valid MOT certificate, valid road tax and the appropriate driving license for the vehicle they are using. Where this is not uploaded, mileage will not be reimbursed. These details will be held on the electronic expense system.

Staff will be reimbursed at the following rates when using their own vehicle:

Cars and Vans – first 10,000 miles in tax year	45p per mile
Cars and Vans – each additional mile over 10,000	25p per mile
Motorcycle	25p per mile
Bicycles	20p per mile

External Examiners do not have to provide the driving documentation listed above in order to claim mileage allowance. In claiming mileage, the External Examine confirms that they have the correct motor insurance which includes business travel, a valid MOT certificate, valid road tax and the appropriate driving license for the vehicle they are using. The University reserves the right to inspect copies of relevant driving documents.

Further guidelines as to what journeys are eligible for reimbursement can be found in Appendix 1.

Please note that the general rule when travelling to or from a third party is that mileage can be claimed on the basis of the lesser of third party to/from University versus third party to/from home.

Please note that no reimbursements will be made for trips between University Campuses/sites, either mileage claims or bus/taxi fares.

Mini-Bar

This is to be discouraged owing to the high costs, however there may be circumstances when this is unavoidable (arrival late at hotel with no other option etc.). The University will only reimburse for water and soft drinks.

Newspapers

These are classed as a personal expense and will not be reimbursed.

Pay per View

This will not be reimbursed. Individuals are reminded that they are acting on behalf of the University and therefore inappropriate material should not be viewed.

Phones

It is assumed those travelling will have access to a University phone which is covered by contract. Please inform the Purchasing Department of your location so that any necessary changes to your contract can be done prior to travel. Calls can be made back to the UK to phone home.

Where individuals use their own mobile phone then we will reimburse for the reasonable costs of phoning home on production of an itemised bill. Skype/ Facetime or other communication tools which can be used over the internet are encouraged.

Receipts

The University's web expenses system, aCloud, requires scanned images of all valid itemised receipts for electronic submission.

Exceptions to this must be agreed with the Head of Department.

Road Tolls

Where staff use toll roads as part of their business travel route, claims will be paid on the relevant rate provided there is a valid itemised receipt.

Room Service

This is permissible providing that the total cost remains in the subsistence rates.

Spa

Treatments are not authorised expenditure and are not business requirements, therefore claims will not be reimbursed.

Wi-Fi / Internet

This will be reimbursed if not included in the hotel rate.

Other expenditure

The University will reimburse or pay for other costs which are directly related to travel. It is not possible to produce an exhaustive list, but examples include vaccinations, visas, taxi fares and sundry costs such as bottled water, when employees are abroad.

4. Planning visits

Prior to any planned activity, permission should be sought from the Head of Department or equivalent. For routine, low risk, off-site UK visits authorisation may be given (including for a series of off-site visits) without the need for separate approval each time or the need to complete a risk assessment. Departments will need to develop suitable approval protocols to meet their needs, without creating unnecessary bureaucracy.

Please note that a Travel Risk Assessment should be completed for all overseas trips (including trips to Northern Ireland)

<\\Staff.worc.ac.uk\shared\All Staff Documents\Insurance\Travel\Overseas Travel Risk Assessment Form July18.docx>

5. Travelling Overseas

For some destinations the visit may need to be authorised by a member of the University Executive. Heads of Department should consider:

- Security risks and travel to areas of political instability
- Natural disasters and extreme climates
- Areas of endemic and epidemic disease

The individual should refer any requests for travel which present unusual or high residual risks to the Head of Department who will review the travel plan, making any necessary referrals up to the University Executive. There may be ethical reasons why the University does not want to work in certain areas of the world. Alternatively, it may be that the residual risks associated with the travel are unacceptable.

In the interests of staff and student safety, those who wish or are required to travel overseas on University business must ensure they check information provided by the Foreign &

Commonwealth Office (telephone: 0870 6060290, website address: www.fco.gov.uk), which is updated on a regular basis. Travel is NOT permitted to areas where the FCO advise against travel.

The University also subscribes to 'Red24' Crisis Management, a provider of detailed travel information. This website should also be consulted as part of the risk assessment process (website address: <http://www.red24.com/affiliates/aviva> Login: a.marshall@worc.ac.uk, Password: worcester) Please note travel is NOT permitted to areas which RED24 classifies as extreme risk.

When travelling to higher risk destinations it will be necessary for the employee to keep the risk assessment under review until the point of departure, to ensure that the most current information is used.

The Red24 website provides more detailed security information than may be available on the Foreign and Commonwealth Office website. Further information is available by talking to the Insurance Officer in Finance.

Staff or students intending to travel abroad should also refer to Appendix 2: Safety Tips for Travelling Overseas.

6. Overseas Travel Risk Assessment

Staff or students should first consider if the trip is necessary and if there are other methods of attending, for example Video Conference/Skype/Link.

If the trip is deemed necessary then they should complete a risk assessment (above) for travel abroad, using the following form. (*Refer also to flow chart in Appendix 3 for Overseas Visits*).

<\\Staff.worc.ac.uk\shared\All Staff Documents\Insurance\Travel\Overseas Travel Risk Assessment Form July18.docx>

If travel is required to high or extreme risk areas, prior approval will be required by the Insurance company and a detailed itinerary must be provided including flight details, how the individual(s) will travel to and from the airport in the country, e.g. security presence, details of where individuals will be staying and visiting on each day of the trip and how they will travel between destinations.

Once permission has been granted, all off-site overseas work visits carried out within Departments should be categorised according to risk. In the first instance, this categorisation should be determined by the person intending to travel. Departments will need to introduce a mechanism to ensure the approval process picks up on any miscategorised visits.

Risk Category: One (Low or Medium Risk)

These are low risk trips which require Part 1 of the risk assessment form to be completed for each visit. Such visits would include attendance at short conferences in the EU or regular teaching slots in non-volatile, easily accessible environments and hosted visits to overseas universities. There should be no significant additional risks associated with the visit and nothing on the Foreign and Commonwealth Office website which indicates a high risk status in any respect.

The health and safety protocol for such visits should be as follows:

- The Head of Department must put in place a system to approve the visit or a series of visits. Arrangements should be in place so that a process exists to enable start and return dates to be recorded. A travel itinerary should be provided for overseas visits.
- The Head of Department must ensure that current home emergency contacts are held for the individual and that individuals leave their contact information whilst they are away,

including accommodation details, in-country contacts when overseas and mobile phone details.

- Accommodation should be booked via a reputable external event organiser (e.g. conference host) or through a University approved agent and due consideration should be given to the location of the accommodation and safe travel to the event.
- For overseas visits, the participant must be authorised under the travel insurance provisions and be issued with the emergency contact card in case of emergency.

Risk Category: Two (High or Extreme Risk)

In addition to the above, all other higher risk travel arrangements must be supported by a written Risk Assessment Part 2 which covers the activity. It may be possible for one basic risk assessment to be prepared which covers a number of trips to the same destination. However, this must be frequently reviewed prior to departure to ensure any changes to the risk status of the destination are taken into account.

Examples of visits falling into category two would include visits to areas for any purposes where the travel advice states there is a high or extreme risk for security and terrorism, any visit to a remote area, fieldwork and research with significant risks attached, or any overseas recruitment activities to new or existing areas. If there is a need to obtain vaccination prior to travel this may be an indication that there are risks associated with the visit which require special control measures being adopted.

Entry can be refused if not carrying documentation

An approval process for risk assessments completed by staff or students should be in place. Any significant residual risks which remain in place following the risk assessment should be clearly flagged up to the Head of Department or equivalent. The Head of Department will then need to consider whether the residual risks identified are acceptable, and if necessary, seek additional advice from the Insurance Officer.

A reporting-in procedure, commensurate with the risks associated with the travel, should be included as part of the risk assessment. This may be by phone, email or text. Frequency of reporting will be determined by risk assessment. Departments should consider the action to be taken in cases of non-reporting in.

7. Risk Assessment Criteria for High or Extreme locations

The following hazards (not an exhaustive list) should be assessed as part of the risk assessment process:

- Hazards associated with the activities carried out during the off-site visit
- Fatigue when travelling and driving following flights
- Inability to maintain an appropriate work life balance
- Health effects due to long haul flights
- Fatigue at place of work due to travel frequency, duration times, and ability to take breaks and rest periods
- Lone Working and personal safety
- Dealing with the public
- Terrorism and security threat including kidnap (please read the attached article regarding bombing incidents <\\Staff.worc.ac.uk\shared\All Staff Documents\Insurance\Travel\15.03.2016 - Drum Cussac Security Advisory Bombing Incidents.pdf>)
- Competency of the traveller (previous experience of business travel, culture being visited and location)

- Inability to communicate
- Inability to summon help in an emergency
- Inability to locate staff member or student in an emergency
- Inability to access medical care, despite insurance cover (some hospitals overseas will only accept cash up front to provide treatment, even in a critical life threatening emergency)
- In-country medical care presents threats e.g. infection risks from syringes
- Climate
- Natural Disasters
- Contact with animals
- Food and Drink Hazards
- Transportation in country

8. Minimum Standards for Overseas Travel

In order to achieve consistency in the risk assessment process the following standards have been set down with respect to certain control measures which need to be in place throughout the University:

- Flights and accommodation should be arranged through the University approved travel management company, Diversity. The approved travel management company will provide a mechanism for departments to track University employees who are overseas at any given point in time.
- In the event of conference booking it is generally easier to book the conference and accommodation at the same time and this can be done directly with conference organisers.
- All staff and students who regularly travel overseas as part of their duties should be issued with 'contact cards' by their Department. These will state basic personal details, key contacts and the emergency response numbers.
- Risk assessments must be completed regardless of where visits are undertaken.
- The International Office must be contacted prior to travel to discuss details of the visit to determine if there are agents to assist or any ongoing work with the University.
- In the case of long-haul flights or other extended travel episodes, employees should not undertake duties and/or lengthy drives without an adequate rest period taking into account the time differences of the country being visited. A reasonable period for rest and/or acclimatisation should be allowed for within travel itineraries and will be dependent upon the class of travel chosen to travel.
- It should be at the manager's discretion to grant a reasonable recovery period following return from an extended period of overseas travel, especially after long haul flights. This will allow the employee to recover from the overseas trip and acknowledges the fact that on many occasions the daily routine may exceed the standard working day whilst overseas. Time differences will need to be considered as to when the period of rest is best taken.
- For longer trips, the taking of rest/lieu time is best achieved during the period of stay and therefore a rest period should be factored into the itinerary. For shorter duration trips, it should be taken at the end of the trip. The arrangements for weekend working and subsequent taking of time off should be agreed in principle with line managers before the visit takes place and it is important that the trip is the correct balance of work

and periods of rest.

- It should be standard practice for the risk assessment to identify how many employees are required to attend an event for reasons of safety.
- Standards of accommodation may vary from country to country. It is expected that employees or students will stay in accommodation which does not present any health and safety concerns. The risk assessment should detail extra requirements which may be necessary from the hotel or when visiting other Universities, their arrangements. Examples include a need to avoid dubious localities, a need to ensure that a chauffeur service exists to avoid kidnap risk, a need to ensure a cash advance would be forthcoming in the event of emergency, presence of English speaking staff etc.
- A method for communication must always be available to employees whilst abroad, this may mean hiring a satellite phone for visits, purchasing SIM cards whilst abroad or having a University paid mobile device.

9. Individual Risk Assessment for Overseas Travel

Staff and students should be advised to seek the advice of their GP prior to travel, after providing an outline of the destinations to be visited and the type of work to be carried out. They can then obtain the necessary vaccinations via their GP or travel clinic or via the Occupational Health provider for the University. Any costs will be reimbursed by the University.

Any individual who is required to travel on any work related matter should not do so if their GP has advised against this. Any individual who is concerned about their ability to undertake overseas visits should seek their GP's advice before travelling. If you have been seriously ill within the 6 month period before the date of travel, a "Fit to Fly" certificate should be obtained from your GP and sent to the Insurance Officer.

An Occupational Health referral may be appropriate for individuals who have specific health needs. One outcome from the referral process may be that the Occupational Health Department will make specific recommendations regarding the travel arrangements which need to be put in place for an individual. Decisions can then be made on the viability of travel plans.

Experience/Knowledge of the traveller

One of the critical elements when looking at the safety of working overseas is the experience of the staff member or student, both in travelling generally and within the country or area of the country they are travelling to.

As well as referring to the published sources of advice it is likely that those going to **High/Extreme** risk destinations will need:

- A briefing by another employee with experience
- A familiarisation visit with an experienced member of staff
- Advice from members of the International staff who may have knowledge of the area being visited and who may have known contacts/agents who work with the University

This will apply to all staff members including senior colleagues.

There can be very significant cultural issues which need to be covered, together with local knowledge of do's and don'ts for each destination.

For completely new destinations it will be necessary to provide these briefings through other mechanisms. This may include networking with colleagues in other universities.

Research ventures may require specialist competencies or technical skills. If this is the case, details should be included in the risk assessment.

10. Good Practice for Overseas Travel

- When travelling abroad within the EU, travellers should have an EHIC Card. (Please note that there is a student version of this. Further information can be found at [Studying abroad - Healthcare abroad - NHS Choices](#).)
- Non-British citizens travelling abroad on behalf of the University must complete risk assessments and also contact the Insurance Officer in the Finance Department to ensure that there is sufficient insurance cover for the country they are visiting.
- Employees who travel overseas frequently are advised to keep in touch with information issued by the Foreign and Commonwealth Office.
- If possible, no appointments should be made on the day of travel where the total duration of travel is over 6 hours.
- Itineraries should take account of travel time, travel mode and allow for meal breaks.
- Where working days are likely to be lengthy, appropriate consideration should be given to the potential for fatigue when preparing the itinerary for the following day.
- Recruitment trips should not routinely exceed two weeks, although there may be reasons why this may be extended if particular circumstances demand a longer stay.
- When overseas, for domestic and in-country flights, where economy flights are not available, premium class or economy plus equivalents (which provide seats with back support and extra leg room) may be booked. Normally, the additional costs incurred for such flights are offset by a reduction in excess baggage costs.

11. Reporting of Incidents

A mechanism should be in place to manage any incidents which are reported during or after an overseas visit. Examples might be threatening behaviour, ill health or poor standards of accommodation. Emergency contact numbers are supplied for emergency medical assistance and to facilitate repatriation in the event of a security incident. Staff and students should ensure that their line manager/course leader is alerted to any serious difficulty at the earliest opportunity.

The current TMC, Diversity has a 24 hour emergency assistance helpline number for any difficulties overseas relating to travel disruption or incidents. They can be contacted on the following number (+44)161 3008 258.

If something needs to be reported to the University outside of working hours, the Control Room on the Worcester Campus should be contacted using the Emergency office phone number (+44) 01905 855495, manned 24/7 mobile number (+44)7977 973956 or via email using security@worc.ac.uk.

Any staff member or manager may contact the Insurance Officer or Health and Safety Officer for assistance in dealing with an incident.

After any incident has occurred the risk assessment in place should be reviewed. If necessary, changes to the risk assessment should be completed. It may be that a formal investigation is required so that improvements may be implemented across the University. This investigation should be completed by the Insurance Officer, Head of Procurement or Health and Safety Officer as appropriate.

12. Insurance for Overseas Travel

The University has travel insurance cover in place for its staff and students travelling overseas on University business either for teaching or research, and for students who are on placements or representing the University.

In order for cover to apply, the individual should complete a travel risk assessment form (see Paragraph 4) and send it to Andrea Marshall and Judith Wild. Once checked, the receipt of the form will be acknowledged and a travel insurance document will be issued. This contains details of the policy number and the insurer's emergency contact numbers. Please note that unless this acknowledgement has been issued, insurance cover is not in place.

The medical expenses cover provided under the University's travel policy is not full health insurance; it will only cover emergency treatment and associated expenses. Routine, preventative or other elective treatments are not covered. Pre-existing medical conditions are only covered if travel is being undertaken in line with medical advice. **Cover is not provided for anyone travelling against medical advice or for the purpose of undertaking treatment.**

If individuals are visiting their normal country of residence medical cover is not provided.

Should any staff member or student require any medical assistance whilst abroad, they should contact the University's travel insurer using the contact details on the travel card issued to staff or students when obtaining Travel Insurance. The information required is: a contact number, location and the name of any attending doctor. Once they have these details the travel insurer will liaise with the individual to get the correct medical treatment required and will advise the appropriate people including family members if required. Support from our travel insurer is available 24 hours a day 365 days a year. Individuals are requested to keep all valid itemised receipts, doctors notes etc. as evidence when making a claim.

Any other claims such as loss of luggage can be dealt with on return to the University. If essential items need to be bought as temporary replacement for items lost, individuals are requested to keep all valid itemised receipts as evidence for the claim. Contact the University Insurance Officer to obtain claim forms.

Staff and students are further reminded that the University's travel insurance policy may be invalidated if travel proceeds against specific Foreign and Commonwealth Office advice.

The University's Travel insurance Policy provides cover for trips abroad where the University element of the trip is more than 50% of the time away from the UK, provided that the person is fit to travel at the point they leave the UK and any "private" travel is incidental (see Appendix 4 for further information).

13. Financial Arrangements for Overseas Travel

Under normal circumstances it is expected that University staff and students will travel overseas on economy class. Fatigue after flying long haul can be addressed by ensuring adequate rest periods after travelling. However, there may be circumstances where it can be justified in terms of health and safety or business reasons to travel economy plus or business class. Health and Safety concerns should be dealt with by a referral of the person concerned to Occupational Health.

All items purchased shall be supported by valid itemised receipts. Discretion may be used in countries where it is difficult to obtain receipts in all cases.

In situations where a member of staff is regularly representing the University on business at home or abroad there may be a requirement to apply for a University credit card to cover their expenses.

In certain cases there may be a requirement for some Foreign Currency to be taken into countries. In these circumstances arrangements should be flagged up during the risk assessment process. For

staff who bring back 'soft' or 'obscure' currencies, we recommend that the cash is cashed back in via Travellex at the airport and details of all valid itemised receipts are provided to support the cash advance. If in any doubt, please contact the Finance Department prior to travel.

14. Impact of the Bribery Act and the University Gifts and Hospitality Policy

The Bribery Act came into force on 1 July 2011. This Act makes the "receiving or requesting a bribe" an offence which can lead to severe consequences for individuals and the University such as unlimited fines and up to 10 years in jail.

Bribery is defined as "offering, promising or giving of financial or other advantage with the intention of inducing a person to carry out their business improperly in breach of what a reasonable person would expect" i.e. a payment or similar which induces an individual or organisation to act improperly.

It is therefore particularly important that all employees and students read the University's Gifts and Hospitality Policy which sets out the procedures the University has put in place to ensure that it has appropriate and adequate arrangements to prevent bribery. This is particularly important for employees travelling overseas given that travel may take place to countries where it is culturally insensitive to refuse a gift or hospitality.

There are occasions where employees will take gifts to foreign hosts. It should be borne in mind that these should be of insignificant value and therefore could not be seen as a bribe.

Tips should not be made and are not reimbursable under normal circumstances. This avoids accusation of falling foul of the Bribery Act.

Full details about the University's policy on hospitality and gifts can be found in the financial regulations and a specific link to the Bribery Act 2010 which is inserted below:



bribery and
corruption policy.doc

15. Policy Review

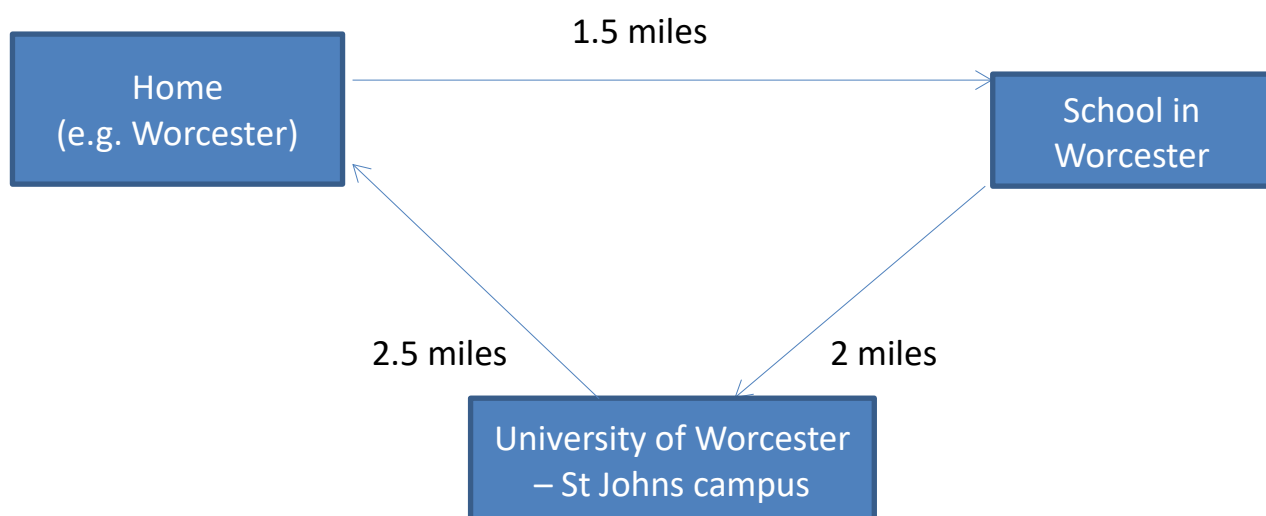
This policy will be reviewed on a tri-annual basis or at an earlier date if changes are required due to risk assessment review or changes in government advice.

Mileage Claims

The following table sets out whether a member of staff can make a mileage claim for a particular journey. The following pages contain examples to illustrate these rules.

Start of journey	Destination	Eligible to claim (Y/N)	Comments
Any University campus	Another University campus	N	
Home	Any University of Worcester Campus	N	HMRC regard this as a non-business journey and part of your ordinary commute
Any University of Worcester Campus	Home	N	HMRC regard this as a non-business journey and part of your ordinary commute
Any University of Worcester Campus	Destination that you are visiting on University business	Y	HMRC regard this as a business trip, fully eligible for refund
Destination that you are visiting on University business	Any University of Worcester Campus	Y	HMRC regard this as a business trip, fully eligible for refund
Home	Destination that you are visiting on University business	Y	Claim the lesser of home to destination versus University to destination
Destination that you are visiting on University business	Home	Y	Claim the lesser of destination to home versus destination to University

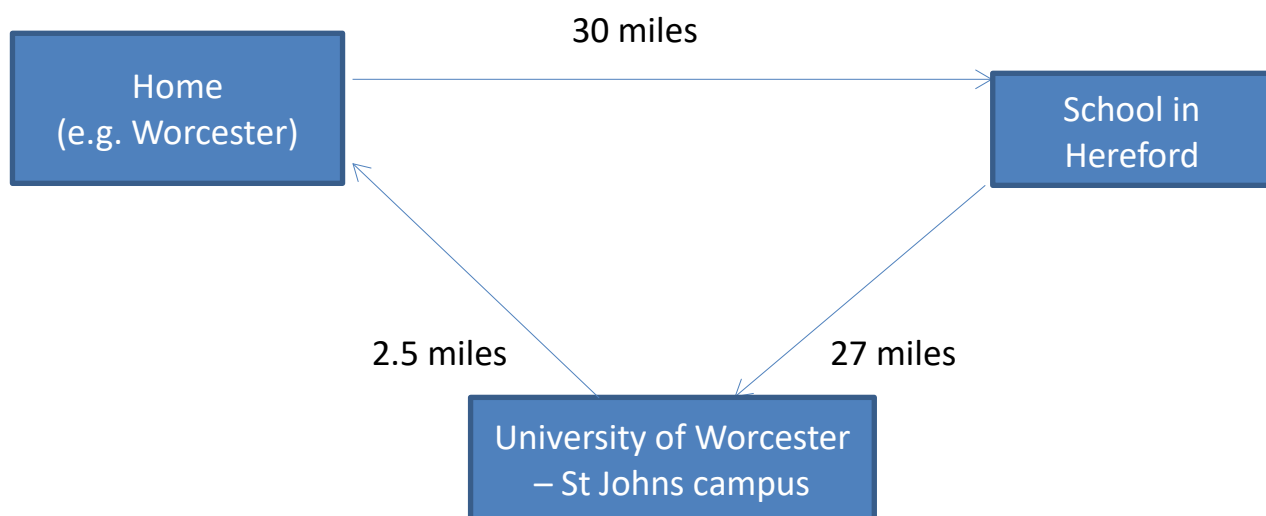
Example 1: Member of Staff travels from Home in Worcester to a School visit in Worcester, to the University of Worcester and then home



Result: claim 1.5 miles for the journey from home to the school in Worcester plus 2 miles for the journey from the school in Worcester to the University.

Comment: the trip from the University to home is normal commute and not eligible for refund.

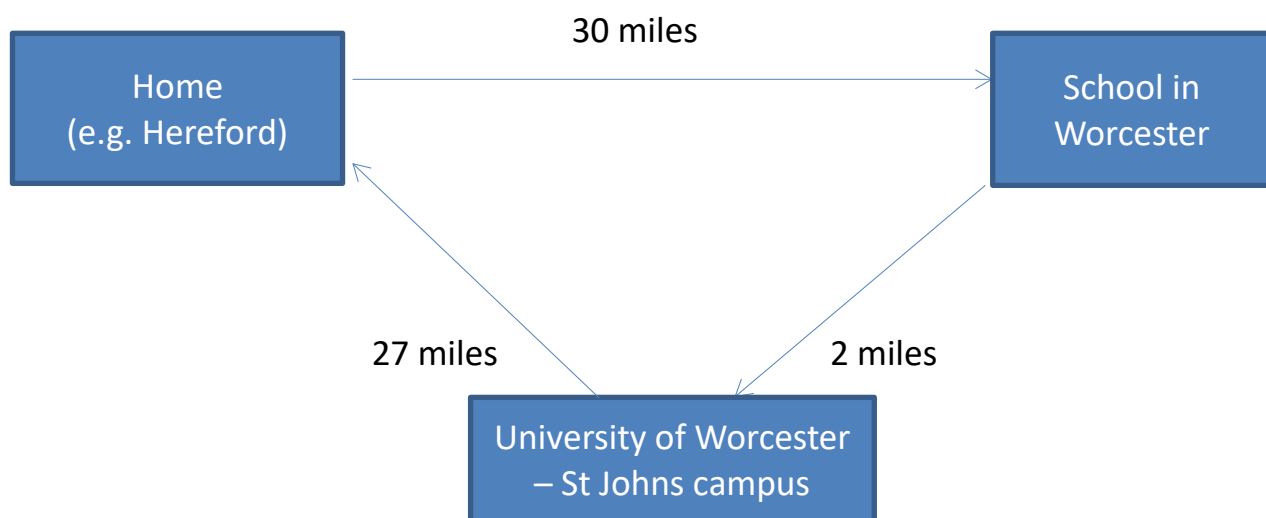
Example 2: Member of Staff travels from Home in Worcester to a School visit in Hereford, to the University of Worcester and then home



Result: claim 27 miles for the journey from Home to Hereford (capped by the number of miles from the school in Hereford to the University) plus 27 miles for the journey from the school in Hereford to the University.

Comment: the trip from the University to home is normal commute and not eligible for refund.

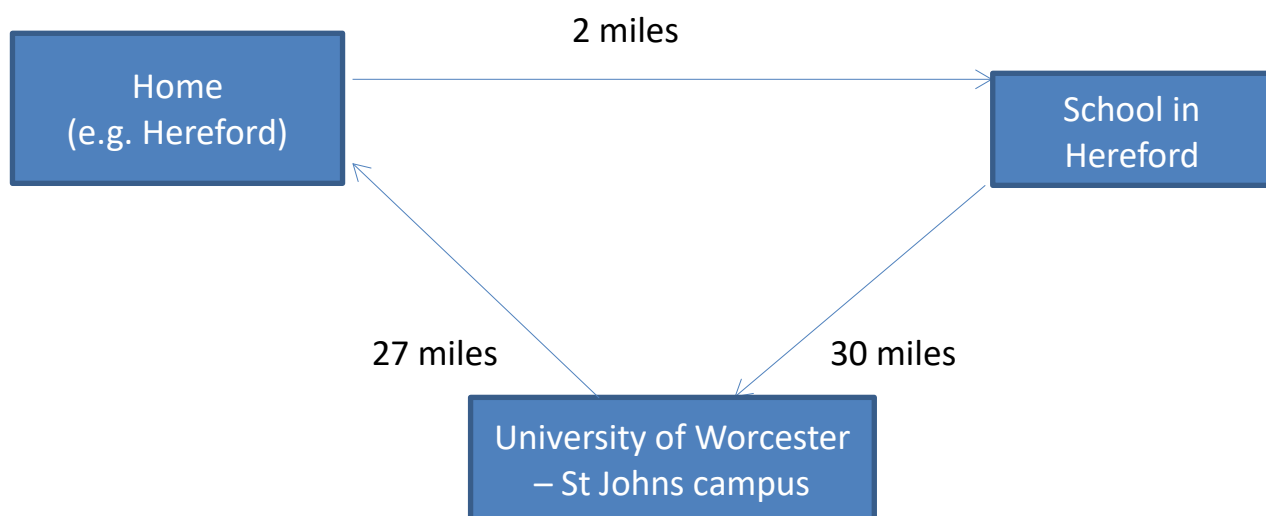
Example 3: Member of Staff travels from Home in Hereford to a School visit in Worcester, to the University of Worcester and then home



Result: claim 2 miles for the journey from home to the school in Worcester (capped by the number of miles from the school in Worcester to the University) and 2 miles for the journey from the school in Worcester to the University.

Comment: the trip from the University to home is normal commute and not eligible for refund.

Example 4: Member of Staff travels from Home in Hereford to a School visit in Hereford, to the University of Worcester and then home



Result: claim for the journey from Home to the school in Hereford (2 miles) plus for the journey from the school in Hereford to the University (30 miles).

Comment: the trip from the University to home is normal commute and not eligible for refund.

APPENDIX 2

Safety Tips for individuals travelling overseas

Before you go:

Consider the culture of the country you are travelling to. Your actions may have repercussions for both yourself and your colleagues. Take advice from those who are more experienced in the country before you go.

Consider whether your mobile telephone will work in the destination of travel. You may need to hire a satellite telephone, take a departmental telephone or purchase a SIM card in-country. Consider the data downloading arrangements offered by the service provider whilst abroad to ensure that you don't inadvertently incur excessive costs.

Take a photocopy of your passport and leave with your ASU Manager or Departmental Administrator.

Consider notifying your bank that you are travelling abroad to avoid problems associated with changing patterns of use of bank cards.

While you are away:

Ensure that you have a contact card with an emergency number for the Travel Management Company (TMC) and the University.

Familiarise yourself with the emergency provisions within your room and the emergency evacuation routes available.

Have some emergency cash held separately in case your wallet/purse is stolen and if you can, take two credit cards which can be stored in different locations.

Don't invite people back to your hotel room or conduct face to face business in your room.

Valuables and passports should be stored safely. Use the hotel safe or room safe if they are available.

Make sure people are aware of how to contact you and the University if an emergency arises whilst you are away.

Occasional updates to colleagues in the University are advised.

Dealing with an Emergency:

Employees already overseas when a local situation changes should contact the TMC and if necessary University Security on the emergency number issued on the contact card.

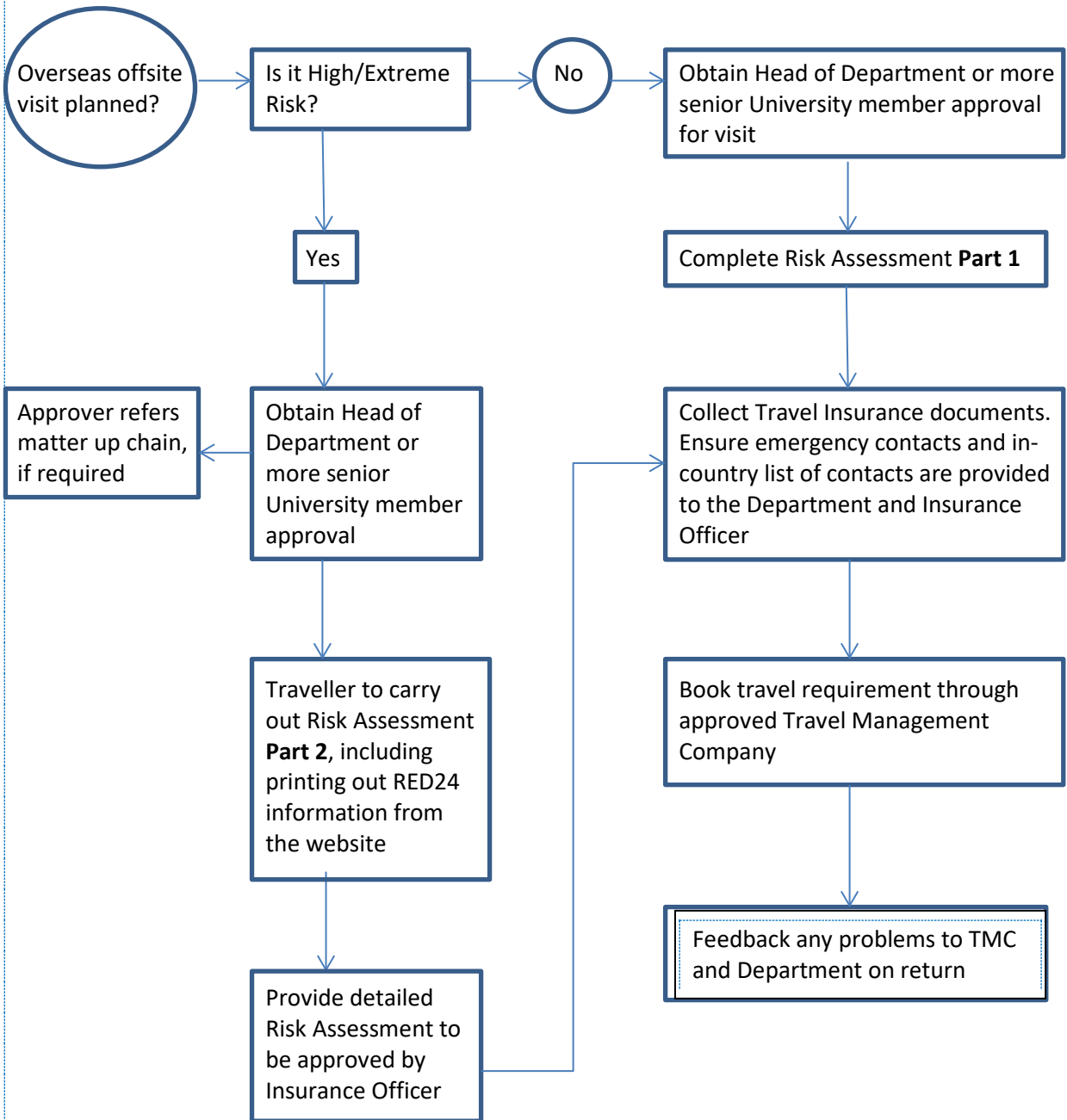
Keep the University informed about any difficult situations you may be experiencing, if necessary using the 24 hour Security number (+44) 7977 973956 or (+44) 1905 855495.

When you get back:

Report any near misses or other issues when you get back to the University or home.

Overseas Travel Risk Assessment Flow Chart

**Flow Chart for those intending to travel overseas on University Business
(Use in conjunction with Section 6)**



APPENDIX 4

Overseas trips including business and private elements – insurance cover

The University's Travel insurance Policy provides cover for trips abroad where the University element of the trip is more than 50% of the time away from the UK, provided that the person is fit to travel at the point they leave the UK and any "private" travel is incidental (see definition below).

Where the personal element is **more than 50%** of the trip or the "private" element is **not "incidental"** then the University will only provide travel insurance cover for the time spent on University business.

"Incidental" means travel in the same country. For example, if a person travels to Australia for a conference and tours Australia privately, then the private element of the trip will be insured if it is less than 50% of the total time away from the UK. However, if the individual flies to Thailand from Australia for a holiday, this will not be covered, even if it is less than 50% of the total time away from the UK.

Example 1 – a member of staff flies to Paris for a conference and adds on 2 days for site seeing.

Their itinerary is as follows:

- Day 1 – fly from UK airport to Paris
- Day 2 – Conference
- Day 3 – Conference
- Day 4 – Sightseeing in Paris
- Day 5 – Sightseeing in Paris
- Day 6 - fly from Paris to UK airport

Days 4 and 5 will be regarded as "private" and because the member of staff is sightseeing in France, it will be regarded as "incidental". Therefore all of the trip will be covered under the University's travel insurance policy. The days flying to and from Paris will be regarded as University business.

Example 2 – student flies to Australia for an Erasmus exchange and adds on a 6 week tour of Australia

Their itinerary is as follows:

- Day 1/part of day 2 - fly to Australia
- Day 3 to 7 – acclimatising
- Day 8 – first day of semester at Australian University
- Day 98 – semester ends
- Day 99 – 142 day tour of Australia commences
- Day 141/part of day 142 – fly back to UK

Day 99 to 140 will be regarded as "private" and because the student is sightseeing in Australia, it will be regarded as "incidental". Therefore, all of the trip will be covered under the University's travel insurance policy. Please note that the student will have to take out their own insurance for any extreme sports activities.

Example 3 – student flies to Australia for an Erasmus exchange and adds on a 6 month tour of Australia

Their itinerary is as follows:

- Day 1/part of day 2 - fly to Australia
- Day 3 to 7 – acclimatising
- Day 8 – first day of semester at Australian University

Day 98 – semester ends

Day 99 – 6 month tour (181 day) tour of Australia commences

Day 280/part of day 281 – fly back to UK

Day 1 to 98 and days 280 and 281 (total 100 days) will be covered under the University's insurance policy. The student will have to take out their own insurance policy to cover days 99 to 279. Please note that the student will have to take out their own insurance for any extreme sports activities.

Example 4 – student flies to Australia for an Erasmus exchange and adds on a 6 week tour of Thailand and Indonesia

Their itinerary is as follows:

Day 1/part of day 2 - fly to Australia

Day 3 to 7 – acclimatising

Day 8 – first day of semester at Australian University

Day 98 – semester ends

Day 99 – 142 day tour of Thailand and Indonesia commences

Day 141/part of day 142 – fly back to UK from Thailand

Day 1 to 98 will be covered under the University's insurance policy. The individual will have to take out their own insurance policy to cover days 98 to 142. Even though the private travel is less than 50% of the time away from the UK, it is not "incidental". Please note that the student will have to take out their own insurance for any extreme sports activities.

Date Approved	<i>April 2018</i>
Approval Authority	Director of Finance
Date of Commencement	<i>Month Year</i>
Amendment Dates	<i>N/A</i>
Date for Next Review	<i>April 2019</i>
Related Policies, Procedures, Guidance, Forms or Templates	<i>Risk Management Policy Gifts and Hospitality Policy Bribery and Corruption Policy</i>
Policy/Policies Superseded by this document	