A Safer Learning Experience: Combining People and Digital Technology

George Shaw – International Location Safety
John O’Sullivan – Key Travel
Dustin O’Quinn – Lane Powell LLC
Bill Bull – CIEE
George Shaw, Managing Director
International Location Safety
Duty of Care

- Policy and Process
- Risk Management
- Informed Consent
- Appropriate skills
- Emergency Response
- Financial Resources
- Continual Improvement
- Wellness
Corner Stones of HOLISTIC TRM

1. Well defined roles and responsibilities to start the process

2. Ensure the Senior Management is *totally* engaged and supporting the process

3. Have a conversation with Senior Management about risk tolerance and risk appetite

4. Develop a SIMPLE document framework and process for the management of travel safety – but seek advice!
Effecting change
How to effect change

ILS’ 10 Easy Wins

- Utilise Intelli-TRIP
- Centralise your travel booking
- Adopt a 2-tier approach to risk management
- Convene a cross-departmental panel
- Offer workshops to build support
- Create user-friendly systems
- Be pragmatic: enable, don’t inhibit
- Consider Activity Risk
- Setup a safety and security review group
- Consider ‘Profile’ Risk
Two Types of Travel

Simple
- Routine Travel
- Conferences
- Professional Services Trips

Complex
- Research
- Fieldwork

Adopt a 2-tier approach to risk management
Approach to **Simple** Travel
1. Travel requested

2. Threat rating for destination determined (from Insurer)

   - MINOR
   - LOW
   - MODERATE
   - HIGH
   - EXTREME

   Risk Reductions Measures
   - Pre-Travel Advisory
   - Entry Requirements
   - Vaccinations
   - Communications
   - Security / Safety Training (Basic)
   - Record of Emergency Data
   - Check-In (Basic)
   - Travel Risk Assessment
   - Pre-Departure Security Briefing
   - Check-In (Enhanced)
   - Debrief

3. Standardised risk reduction measures applied

4. Travel Approved

5. Flights confirmed
Approach to Complex Travel
Complex Travel

ILS’ 10 Easy Wins

- Centralise your travel booking
- Adopt a 2-tier approach to risk management
- Convene a cross-departmental panel
- Consider ‘Profile’ Risk
- Setup a safety and security review group
- Be pragmatic: enable, don’t inhibit
- Create user-friendly systems
- Offer workshops to build support
- Utilise Intelli-TRIP

Training | Advice | Travel Stores
London School of Economics

Convene a cross-departmental panel

Research Design

Ethics Approval

Safety & Security Risk Mgmt.
Consider ‘Profile’ Risk

Consider ‘Activity’ Risk
# Risk Factors

## Pre-travel

<table>
<thead>
<tr>
<th>Risk Factors</th>
<th>Level of Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Minor</td>
</tr>
<tr>
<td>Threat environment</td>
<td></td>
</tr>
<tr>
<td>Context fragility</td>
<td></td>
</tr>
<tr>
<td>Traveller profile</td>
<td></td>
</tr>
<tr>
<td>Research sensitivity</td>
<td></td>
</tr>
<tr>
<td>Research methodology</td>
<td></td>
</tr>
<tr>
<td>Length of travel</td>
<td></td>
</tr>
<tr>
<td>Ethical implications</td>
<td></td>
</tr>
</tbody>
</table>
Setup a safety and security review group
Escalation to an impartial Advisory Group

- Academic Panel
- Security
- Health & Safety
- Additional Experts
- Collaborative Risk Assessment Review
Implementing systems

ILLS’ 10 Easy Wins

- Utilise Intelli-TRIP
- Centralise your travel booking
- Adopt a 2-tier approach to risk management
- Convene a cross-departmental panel
- Offer workshops to build support
- Create user-friendly systems
- Be pragmatic: enable, don’t inhibit
- Setup a safety and security review group
- Consider ‘Profile’ Risk
- Consider Activity Risk
Incident Management & Training
Incident Management

The New York Times

British Student Is Fatally Stabbed on Train in Jerusalem

Emergency workers in Jerusalem evacuated an injured person from the commuter train where a British student was fatally stabbed on Friday. Mahmoud Illean/Associated Press

BBC

NEWS

World | Africa | Asia | Australia | Europe | Latin America | Middle East | US & Canada

Italian student Giulio Regeni's body found in Egypt

© 4 February 2016

Giulio Regeni
Cambridge PhD Student
AUC Visiting Scholar
Italian National

Disappeared in Cairo on 25th January.
At 8pm, he was going from Behoos station to Midan Babellouk.
The authorities have said he has not been arrested or held.
His friends and family cannot reach him.
His location remains unknown.

Regeni mum starts hunger strike
Incident Management

Monitoring
- Be aware of where your people are at all times
- Provide them with the means to request help
- Ensure there is protocol to escalate serious incidents and trigger internal support

Incident Management
- All incidents reported through one 24/7 global emergency number
- Capacity building in house to manage overseas crises

Awareness
- Communicate to every cohort
Training for Staff and Students
Digital solutions

- Pre Travel – in travel – emergency support
- Country information / briefings
- Communications tools
- Tracking tools and panic facilities
- Emergency response provider
- Intelli-TRIP
Take-Away Points

✓ You are a facilitator, NOT an inhibitor!
✓ Find the right support provider – you can’t do it all on your own
✓ You need the engagement of the ‘top brass’ to make this work.
✓ Centralize your booking process through one or two TMCs
✓ There is a lot of good practise out there – FIND IT!
✓ Remember that academic freedom must remain central to your solution

 ✓ Keep it simple, stupid!!
Trends in Travel Risk Management

John O’Sullivan, Managing Director UK
Key Travel
In 2017 Key Travel’s customers flew 700,000,000 miles.

- **Far East:** Student Recruitment
- **Middle East:** Academic Partnerships
- **Africa:** Research
- **Worldwide:** Study Abroad
HAVE GLOBAL INCIDENTS, CRISSES OR POLITICAL UNREST IMPACTED THE SENSE OF SECURITY YOU OR YOUR COLLEAGUES FEEL WHEN TRAVELLING?

2018: 50% YES
HAVE THEY AFFECTED YOUR DECISION TO TRAVEL TO CERTAIN AREAS?

YES 63%
“I try to avoid using the metro in London and Brussels now, and check the security status before travelling.”

“Fear when using London underground around terror related incidents has caused me to cancel travel plans.”

“It's increased my awareness, but not affected requirements”
...provided with destination & risk management training/briefings before travel

pre-trip safety

63% conduct risk assessments for some or all trips

24%
...AWARE OF A PROCEDURE TO RECEIVE NEWS OF WHAT TO DO IN RISK SITUATIONS

61%

39%

IN-TRIP SAFETY

..HAVE AN AGREED WAY OF COMMUNICATING IN THE CASE OF AN EMERGENCY
TRAVELLER SAFETY & VALUE:

MOST VALUABLE RISK SUPPORT...

- 24/7 EMERGENCY SUPPORT
- PROACTIVE CRISIS CONTACT BY THE TMC
TRAVELLER SAFETY & VALUE:

MOST VALUABLE RISK SUPPORT...

- DESTINATION BRIEFINGS
- RISK ALERTS WHILE TRAVELLING
US NGO & ACADEMIC RISK SYMPOSIUM 2018

“HAVE A COMPREHENSIVE POLICY IN PLACE”

“POLICE AND ENFORCE THE POLICY”

“FACULTY, GROUPS & STUDY ABROAD”
TRAVEL TO AND FROM THE UNITED STATES

EFFECTS OF THE TRAVEL BANS

DUSTIN O’QUINN, PARTNER
Executive Order 13769
- January 27, 2017
- Suspended Refugee Admissions Program
- Suspended Syrian refugee admissions
- Suspended entry from Iran, Iraq, Libya, Somalia, Syria and Yemen
Executive Order 13780

- March 6, 2017
- RAP suspension conditionally resumed for some
- Suspended entry for Iran, Libya, Somalia, Sudan, Syria and Yemen

Section 1. Policy and Purpose

(a) It is the policy of the United States to prevent the entry of aliens or nationals of certain countries into the United States who are determined to present a clear and present danger to the national security or national interests of the United States.

(b) It is the purpose of this Order to suspend and delay the entry into the United States, for a period of 120 days, of aliens who have been determined to present a clear and present danger to the national security or national interests of the United States.

(c) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(d) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(e) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(f) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(g) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(h) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(i) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(j) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(k) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(l) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(m) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(n) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(o) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(p) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(q) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(r) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(s) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(t) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(u) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(v) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(w) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(x) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(y) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

(z) The suspension of the entry of aliens under this Order shall be carried out in a manner that is consistent with the laws of the United States, including the Constitution, and that is consistent with the policies and practices of the United States.

{…}
After litigation, affected countries include Libya, Somalia, Iran, Yemen, Syria, North Korea, Venezuela and Chad.
June 27, 2018

- Libya: Ban on tourist and business visas
- Yemen: Ban on tourist and business visas
- Venezuela: Ban on some government officials
- Iran: All visas except student and exchange visas
- Somalia: Immigrant visas
- North Korea: All travel
- Syria: All travel
TRAVEL EFFECTS

- Protests
- Confused Travelers
- Business Losses
- Separated families
- Long-term business effects
- Travel reciprocity
TRAVEL RECIPROCITY

- Travel in North America
- Experiences in Europe
- Direct visa reciprocity changes
TIPS FOR ENTERING THE UNITED STATES

- Allow three hours
- Have all documentation prepared
- Answer all questions truthfully
- Delete social media apps from mobile phone
- Be aware of U.S. cannabis laws
DATA MATTERS -
WHAT ARE THE RISKS/THREATS?

Bill Bull, VP Risk Management - CIEE
Using Data to Enhance Safety--CIEE Approach

Data Collection Process

- **We now have 3+ years of CIEE Digital Incident Data**
  - 13,200+ incidents/records (HSS and non-HSS)
  - 55,700+ participants (Study Abroad, High School Abroad, GAP, Internships, Teach Abroad, etc...)

- **Students either self-report it to Staff or Staff learn of an incident/situation in some way.**
  - Case recorded in our Incident Management Database by Staff member
  - Regional Directors and the HSS Team can review all reports daily and in real-time
  - Alerts are sent to Regional Directors and the HSS Team for certain incidents

- **Data is analyzed by the HSS Team, Regional Directors, and Center Directors**
  - Completing Annual Safety Reports
  - Completing Center Risk Assessments, Emergency Action Plans, and HSS Arrival Orientations
  - Identifying concerning trends, training needs, and successes/challenges in mitigation strategies
Using Data to Enhance Safety--CIEE Approach

Data in Perspective

- 90%, on average, of all students have nothing HSS related to report per year (or do not report).
- The following data will focus on that unique subset of 10% of students (1 in 10) who experience an HSS incident.
- Of these reports, the vast majority are minor health issues.
- On the Crime side of the house - 98% of our students per year, do not report a crime.
- Less than 1% of all of our students report a violent crime per year.
- And...interestingly, approximately 30%-40% or more of cases recorded per year have been attributed to students with multiple cases (average 3 x per student).
CIEE/University HSS Reports

• We have an HSS Report for all AC Members each semester
  ○ 350+ reports per semester
  ○ Compares University HSS Incidents vs. CIEE Overall HSS Incidents

• CIEE HSS Data begins in Fall 2015 and is cumulative each semester
  ○ Significance of data increases with each new semester of students

• We now have 3+ years of CIEE HSS Digital Incident Data
  ○ 13,200+ incidents/records
  ○ 55,700+ participants

• Reports available upon request
  • Use in University Pre-Departure Briefings, Provider Program Approval / Renewal
  • Better understand Actual vs. Perceived risks
## Data Specific to UMass Amherst

<table>
<thead>
<tr>
<th>Summary Statistic</th>
<th>Semester Programs</th>
<th>Short-Duration Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Massachusetts-Amherst Participant Count</td>
<td>49</td>
<td>56</td>
</tr>
<tr>
<td>University of Massachusetts-Amherst Crime Report Count</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>University of Massachusetts-Amherst Crime Report Rate</td>
<td>2%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Overall CIEE Crime Report Rate</td>
<td>3.5%</td>
<td>0.9%</td>
</tr>
<tr>
<td>University of Massachusetts-Amherst Health Report Count</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>University of Massachusetts-Amherst Health Report Rate</td>
<td>22.4%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Overall CIEE Health Report Rate</td>
<td>20%</td>
<td>5.7%</td>
</tr>
</tbody>
</table>

How does UMass Amherst compare to the overall rates of crime and health reports?

- Slightly higher health reports for semester program
- Slightly lower crime reports for semester program
- Lower health reports for short-duration programs
Crime Data Specific to UMass Amherst

![Graph showing crime rates and participant counts for various locations.](image)

- Participants
- Crime Rate
- Beijing, Brussels, Cape Town, Khon Kaen, Nanjing, Palma de Mallorca, Prague, Rabat, Shanghai, Valparaíso, Gaborone, Amsterdam, Barcelona, Seoul, Taipei, Sharjah, Amman

- School Report Rate for Study Center
- CIEE Report Rate for Study Center
- School Report Rate for All Locations
- CIEE Report Rate for All Locations
- School Participant Count for Study Center
# Health Data Specific to UMass Amherst

<table>
<thead>
<tr>
<th>City</th>
<th>Participants</th>
<th>Health Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beijing</td>
<td>1</td>
<td>0.0</td>
</tr>
<tr>
<td>Brussels</td>
<td>2</td>
<td>0.5</td>
</tr>
<tr>
<td>Cape Town</td>
<td>3</td>
<td>1.0</td>
</tr>
<tr>
<td>Irlinga</td>
<td>4</td>
<td>1.5</td>
</tr>
<tr>
<td>Khon Kaen</td>
<td>5</td>
<td>2.0</td>
</tr>
<tr>
<td>Nanjing</td>
<td>6</td>
<td>2.5</td>
</tr>
<tr>
<td>Palma de Mallorca</td>
<td>7</td>
<td>3.0</td>
</tr>
<tr>
<td>Prague</td>
<td>8</td>
<td>3.5</td>
</tr>
<tr>
<td>Rabat</td>
<td>9</td>
<td>4.0</td>
</tr>
<tr>
<td>Shanghai</td>
<td>10</td>
<td>4.5</td>
</tr>
<tr>
<td>Valparaiso</td>
<td>11</td>
<td>5.0</td>
</tr>
<tr>
<td>Amman</td>
<td>12</td>
<td>5.5</td>
</tr>
<tr>
<td>Gaborone</td>
<td>13</td>
<td>6.0</td>
</tr>
<tr>
<td>Amsterdam</td>
<td>14</td>
<td>6.5</td>
</tr>
<tr>
<td>Barcelona</td>
<td>15</td>
<td>7.0</td>
</tr>
<tr>
<td>Seoul</td>
<td>16</td>
<td>7.5</td>
</tr>
<tr>
<td>Taipei</td>
<td>17</td>
<td>8.0</td>
</tr>
<tr>
<td>Sharjah</td>
<td>18</td>
<td>8.5</td>
</tr>
</tbody>
</table>

- **School Report Rate for Study Center**
- **CIEE Report Rate for Study Center**
- **School Report Rate for All Locations**
- **CIEE Report Rate for All Locations**
- **School Participant Count for Study Center**

![Windmills](image)
Questions?
THANK YOU