

A close-up photograph of a person wearing a grey suit jacket and trousers. Their right hand is holding a black leather bag with silver-toned buckles and straps. The bag has a flap with a triangular buckle and a side pocket with a zipper. A large, semi-transparent red circle is overlaid on the lower half of the image, containing the title text.

International Travel – Managing your Safety

A Guide for Contractors

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1. INTRODUCTION

1.1 Overview

Due to the nature of the organisation and its activities, SAI Global Contractors may be required to undertake international travel for work related purposes.

International travel has the potential to expose travellers to risks which may impact on their health and safety. Therefore, it is important that actions are taken to effectively manage risks associated with travel prior to departure.

To manage these risks, SAI Global has established a risk management program related to international travel. This guideline will outline the program and its implementation requirements. It will also provide details of support services available to Contractors.

1.1.1 Definition of International Travel

For the purposes of this program, international travel is defined as **travel outside an individual's main country of residence**.

1.1.2 Scope

This guideline is applicable to Contractors engaged by SAI Global who do not have access to SAI Global IT systems, specifically the SAI Global intranet.

If you have access to SAI Global IT systems, refer to International Travel Safety program (WHS.G.03) for guidance on completing the risk assessment. If you have access to the system, you will be able to complete the online International Travel Risk Assessment form.

1.2 Purpose

The purpose of this guideline is to outline the requirements of Contractors who undertake international travel related activities on behalf of SAI Global. This guideline provides instructions relating to the following:

- Responsibilities related to international travel
- The completion of the International Travel Risk Assessment Form
- Pre-travel preparation
- Safety whilst travelling
- Emergency and incident management.

1.3 Supporting documents/resources

Click on the links below to access supporting documents:

Document	Link
International SOS	Click here
International Travel Risk Assessment Form	Click here
Incident and Hazard Report Form	Click here

1.4 Further assistance

If you require further assistance, please contact your SAI Global Manager or SAI Global contact person.

Alternatively, you can also email the SAI Global Health and Safety Helpdesk at ohshelpdesk@saiglobal.com

2. ROLES AND RESPONSIBILITIES

2.1 Responsibilities

The following responsibilities apply to this guideline:

Role	Responsibilities
Managers	<ul style="list-style-type: none"> • Review completed International Travel Risk Assessment Forms; and • Ensure that they are aware of Contractor movements and maintain contact, where required. • Ensure that hazards and risks identified through the risk assessment are eliminated or minimised to an acceptable level prior to departure; and • Have access to the traveller's itinerary.
Contractors	<ul style="list-style-type: none"> • Complete the International Travel Risk Assessment, where required, and provide a copy to the relevant Manager or SAI Global contact for approval; • Ensure that they have read and understood the travel information provided on the relevant government travel advice website and in the International SOS country or area report; • Comply with the actions identified in the risk assessment to minimise the risk of injury or harm whilst travelling; • Obtain and carry a copy of the International SOS Membership Card (available on the intranet) whilst travelling, or alternatively download the International SOS App; • Have had the appropriate vaccinations (or advise SAI Global if they do not wish to follow recommended vaccinations and medical precautions); • Ensure that they have the appropriate visas, and where applicable driving permits, prior to departure; • Provide a copy of their itinerary to SAI Global (where travel is not booked with the SAI Global preferred booking agency); • Notify SAI Global of any changes to the itinerary; and • Register travel details with the relevant government department, where this service is available.

3. RISK ASSESSMENT PROCESS

3.1 Introduction

To ensure that risks associated with international travel are identified and effectively controlled, a risk assessment will need to be conducted prior to departure in instances where a country meets a pre-determined risk rating criterion.

Refer to Appendix A for a description of the travel risk ratings.

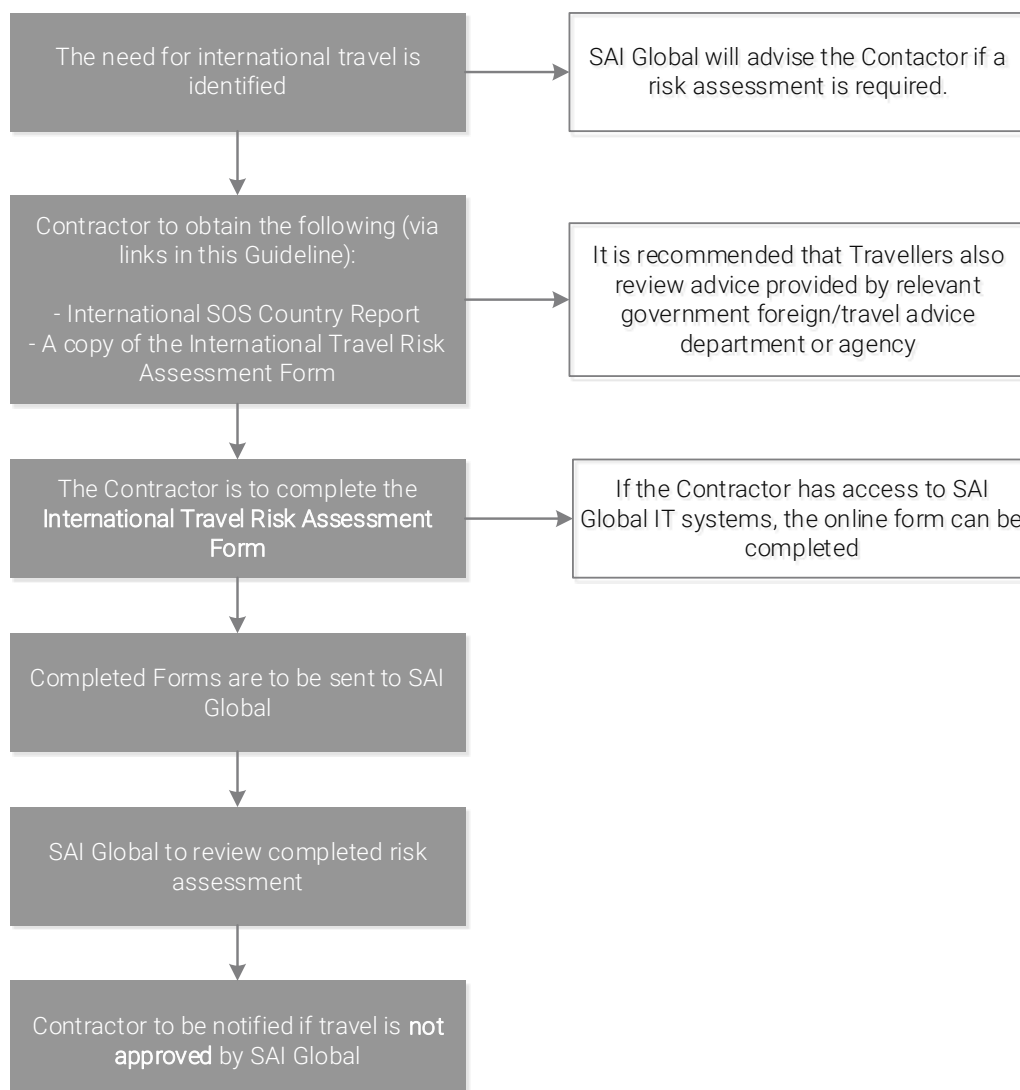
SAI Global utilises the services of an independent risk management organisation, International SOS, to provide current information regarding medical and security status for each country of travel.

This information is utilised to:

- 1) Determine whether a formal risk assessment is required; and
- 2) Enable the completion of a formal risk assessment by providing an overview of city and country specific hazards and risks.

3.1.1 Process

The following flowchart outlines the risk assessment process related to Contractors:



3.2 Completion of a risk assessment

Where a country is deemed medium, high or extreme risk by International SOS, a formal risk assessment will need to be completed.

The [International Travel Risk Assessment Form](#) is to be utilised to complete this risk assessment.

If a risk assessment is required, you will be notified of this requirement.

Note: Travel to countries rated **Extreme** is prohibited unless a comprehensive assessment is completed in consultation with the traveller and travel is authorised by the CEO.

3.3 International SOS country report

In instances where a risk assessment is required, Contractors will need to download a copy of the International SOS country report.

The International SOS Country Report provides the following information:

- Medical and travel risk ratings;
- Security advice relating to personal risk and country stability;
- Medical information indicating vaccination and preventative medicine requirements; standard of care; disease prevalence; and advice on food and water consumption;
- Travel advice including transport methods, cultural tips, language and money, phone and power, geography and weather and embassy details.

Click on the logo below to access the International SOS website:



You can also access the site via their website: <https://www.internationalsos.com/>

To access this site, you will require SAI Global membership details. Please contact your SAI Global Manager or contact person for the membership number.

You can also access the country report via the International SOS mobile app. Refer to Section 6.4 for more information.

3.3.1 Security briefings

International SOS also provide security briefings based on your itinerary. A security briefing is mandatory if travelling to a destination assessed as being high or extreme risk.

Security briefings are personalised reports based on your individual travel plans. A member of the International SOS security team will provide a security report outlining related security risks and provide recommendations for risk mitigation strategies.

To obtain a briefing, email the Security Team at securitysupport@intl-sos-cr.com and provide a copy of your itinerary.

3.3.2 Downloading the report

Below are instructions on how to download a copy of the country report.

1. Enter the country of travel in the search tab and click **search**

SAI GLOBAL

Medical & Security Alerts Iraq 9/17/2015 12:25:00 AM Baghdad: Emirates

Cuba

HOME EMERGENCY CONTACTS FAQs MEMBERSHIP BENEFITS SIGN OUT

Welcome to SAI Global Global Assistance Program

Rest assured that whenever you travel internationally or live abroad, SAI Global has a 24/7 resource on call, online and even on the ground to help with any medical, security and logistical questions, concerns and situations that may arise. So if you need a medical referral, lose your medication, seek pre-travel advice or experience a medical or security crisis, SAI Global has a fully integrated program in place so you receive the care and expertise that you need, whenever and wherever you need it.

SAI Global has partnered with International SOS, the leading medical assistance, international healthcare and security assistance company. Travel security services are provided by a joint venture of International SOS and Control Risks, the world's leading security risk management firm.

Take advantage of this powerful resource by calling an International SOS assistance center, which has physicians, multilingual coordinators, operations managers, logistics support personnel and medical and security professionals on hand to speak with you.

Also, prepare yourself by browsing through our various medical and security online tools and signing up for our alerts.

[Tell us what you think](#)

Country
Please select a country

Disease & Prevention
Please Select

Travel Advice
Security Advice
Email Alerts

Print/Email Report

Current Medical Alerts
Current Security Alerts
Sign Up for Email Alerts

Travel Security Online
Please select a country

Global Risk Ratings
Global Security Headlines

Keep this card handy as you travel

Worldwide reach
Human touch

24-hour Medical or Security Advice or Assistance,
call us 24 hours a day, 7 days a week

Local Alarm Center
Philadelphia +1 215 540 8225
Singapore +65 6200 7320
London +44 20 5102 2000
www.international-sos.com

Print Card

Download the Assistance App

Ebola Virus

Email Alerts

Membership E-Guide

powered by:
INTERNATIONAL SOS Control Risks

2. Review country information online

SAI GLOBAL

Medical & Security Alerts Iraq 9/17/2015 12:25:00 AM Baghdad: Emirates to resume flights to capital on

Search for a Country or Disease

HOME EMERGENCY CONTACTS FAQs MEMBERSHIP BENEFITS SIGN OUT

Cuba

Overview Security Medical Travel City

Risk Ratings

HIGH MEDICAL RISK for Cuba
LOW TRAVEL RISK for Cuba

Risk Summary

Petty crime presents a slight, but persistent risk to business travellers. In Havana, pickpocketing, bag-snatching and theft occur with some frequency. Incidents of violent crime have included armed hold-ups of vehicles and, to a lesser extent, armed burglaries of residences. However, cases are not common and rarely involve foreign nationals. Travellers are advised to be wary of confidence tricksters, who occasionally target foreigners. The risk of falling victim to crime is lower in rural areas, and the risk from kidnapping and terrorism is insignificant.

The centralised power structure of the government has led to repression of freedom of speech; criticism of the regime is sufficient grounds for arrest. Harsh punishments for such offences are meted out to local residents and foreigners alike. The east coast is prone to hurricanes from August to November (though the hurricane season officially runs from June to November) and the country in general is susceptible to earthquakes.

This information is intended as a summary of the travel security environment; however, the risks can change at short notice during a crisis or evolving situation. Please check our travel security alerts to ensure you are informed of the most recent developments.

[STANDING TRAVEL ADVICE](#)

Alerts

Anticipate heightened security, related disruption during papal visit on 19-22 September
[View All Alerts](#)

Routine Vaccinations

- All routine vaccinations should be current; these include [Measles-Mumps-Rubella](#), [Polio](#), [Tetanus](#), [Diphtheria](#), [Pertussis](#), and [Varicella](#).
- Influenza occurs in the northern and southern hemisphere winters and year-round in the tropics. Consider an annual [vaccination](#).

Other Medical Precautions

- Before you go - See your doctor and dentist and ensure you are in the best health before you leave. Other preparations.
- Malaria
- Health Threats

Vaccinations For Cuba

Hepatitis A Recommended for all travellers and expatriates.
[Read more](#)

Hepatitis B Recommended for most travellers and expatriates.
[Read more](#)

Rabies Consider for certain travellers, especially:
[Read more](#)

Typhoid fever Recommended for adventurous and long-term
[Read more](#)

Country Map

Zoom

3. To download report, click on **Print/Email Report** (refer to above screenshot)

4. Click on **Check All** and then **Create Report**

Search for a Country or Disease


Country
Cuba

Disease & Prevention
Please Select

Travel Advice
Security Advice
Email Alerts

Print/Email Report

Country Map



[Zoom](#)

Cuba

Overview Security Medical Travel City

Print or email report for Cuba

Choose Another Country
Cuba

Select a City
Please select a city

Please select the sections you wish to print

Overview

Overview: ☒

Medical Risk Rating: ☒

Travel Risk Rating: ☒

Risk Zone Rating: ☒

Security

Security Advice: ☒

Summary: ☒

Personal Risk: ☒

Country Stability: ☒

Medical

Before You Go: ☒

Standard of Care: ☒

Clinics & Hospitals: ☒

Food & Water: ☒

Health Threats: ☒

Travel

Getting There: ☒

Getting Around: ☒

Language & Money: ☒

Cultural Tips: ☒

Phone & Power: ☒

Geography & Weather: ☒

Embassies & Consulates: ☒

Calendar: ☒


5. Then click **Print** or **Email Report**

To: Please enter Email.

From: Please enter Email.

Subject:

Optional Message:

Powered By:  **ControlRisks**

Cuba**Security Advice**

STANDARD TRAVEL SECURITY ADVICE

- Maintain a low profile. Dress as inconspicuously as possible and avoid ostentatious displays of wealth. Avoid displaying money, wearing jewellery or carrying valuables such as laptop computers or cameras. When walking in the street, keep your bags and briefcases away from passing traffic.
- Always carry some form of communication equipment, such as a cellular phone programmed with numbers that would be useful in an emergency (police, embassy, International SOS Assistance Centre, etc.).
- Understand the basic geography of your destination, and ensure you familiarise yourselves with key routes: avoid high-crime or low-income areas if possible. If you find yourself disorientated, be discreet when consulting a map – or ask for directions from someone in a public, client-facing role, such as a shop assistant or police officer.
- Avoid disputes, demonstrations, political rallies and commotions on the street. Do not stay to watch or photograph them.
- Carry cash in more than one pocket, and keep a small amount in a top pocket to hand over to a criminal who confronts you. A dummy wallet – with a small amount of local currency, an expired credit card and some useless receipts – can be useful to satisfy a mugger.
- Where possible, obtain small denominations of currency and keep the bulk of cash and cards in a money belt, which should only be accessed in private places.
- Ignore verbal 'bait' from passers-by – do not get into an argument – and avoid eye contact with strangers. If you suspect that you are being followed, enter any busy public place and call for help.
- Maintain a high level of information security. Do not give out personal information. Do not discuss your plans with strangers. Do not carry unnecessary amounts of information, either in hard copy or on laptops, removable drives etc.
- Memorise important local phrases (yes, no, how much, stop here etc).
- Be alert to your surroundings: if possible, understand the pattern of life, and be alert for – and ready to respond to changes.
- Limit your alcohol intake: it is likely to reduce your level of awareness and judgment.
- Do not accept food or drinks from strangers. Always keep your food and drink in sight in entertainment venues.

ADDITIONAL ADVICE FOR WOMEN TRAVELLERS

- Call for advice from our security specialists if you have any concerns about the risks you might face in a given destination.
- Observe and respect local clothing customs. Dress modestly to avoid drawing attention.
- In some countries, a lone female traveller is a source of curiosity: you may be stared at if travelling alone. As a precaution, avoid eye contact with strangers, especially on the street and on public transport. If travelling alone, restrict evening entertainment to business-class hotels or membership clubs.
- A wedding ring – even a fake one – can reduce levels of unwanted male attention.
- Decline politely but firmly any invitations which make you feel uncomfortable, even if faced by amicable pressure to accept.
- Ignore suggestive comments.
- Some hotels offer women-only floors; ask about them when you book your room. Ensure your hotel only allows guest access to accommodation floors. You might want to consider using a door wedge and/or portable alarm for extra security.
- Check the available transport options at your destination, and if there are any additional precautions advised for women – such as not using a taxi alone, or where to sit on a bus.

4. COMPLETING THE INTERNATIONAL TRAVEL RISK ASSESSMENT

4.1 Overview

Once you have a copy the International Travel Risk Assessment Form and the relevant International SOS Report, you will be required to complete the risk assessment.

This section provides guidance on completing the risk assessment.

4.1.1 Government Travel Advisories

It is also recommended that you review the websites of governmental foreign/travel advice departments for further advice. Each government provides international advice to its citizens based on an analysis of security, medical and personal safety risks.

Examples of sites are listed below:

- Australia - Visit the Travel Advice section on the Department of Foreign Affairs and Trade (DFAT) website. www.dfat.gov.au.
- Canada - Visit the Travel.gc.ca site at www.travel.gc.ca
- China - Ministry of Foreign Affairs at http://www.fmprc.gov.cn/mfa_eng/gjhdq_665435/
- India - Ministry of External Affairs at <http://www.mea.gov.in/index.htm>
- Indonesia - Ministry of Foreign Affairs at <https://www.kemlu.go.id/en/Default.aspx>
- Ireland - Department of Foreign Affairs and Trade at <https://www.dfa.ie/travel/>
- Italy - Ministry of Foreign Affairs and International Cooperation at <http://www.viaggiaresicuri.it/home.html>
- Japan - Ministry of Foreign Affairs of Japan at <http://www.mofa.go.jp/region/index.html>
- Korea - Ministry of foreign Affairs. At <http://www.mofa.go.kr/eng/index.do>
- New Zealand - Visit the Safe Travel site www.safetravel.govt.nz
- Poland - Ministry of Foreign Affairs at http://www.msz.gov.pl/en/p/msz_en/ministry_of_foreign_affairs
- Russia - Ministry of Foreign Affairs at http://www.mid.ru/en/main_en
- South Africa - Department of International Relations and Cooperation at http://www.dirco.gov.za/consular/travel_advice.htm
- Spain - Ministry of Foreign Affairs and Cooperation at <http://www.exteriores.gob.es/Portal/es/ServiciosAlCiudadano/SiViajasAlExtranjero/Paginas/Inicio.aspx>
- Thailand - Ministry of Foreign Affairs at <http://www.mfa.go.th/main/en/information>
- Turkey - Ministry of foreign Affairs at <http://www.mfa.gov.tr/default.en.mfa>
- United Kingdom - Visit the Foreign Travel Advice site at www.gov.uk/foreign-travel-advice
- United States - Bureau of Consular Affairs at www.travel.state.gov

4.2 Completing the form

Instructions on completing the form are outlined below.

ITEM	DESCRIPTION
1. TRAVELLER INFORMATION	
Traveller Name, Position, Department and location.	Provide your name and position, department (if known) and location.
2. TRAVEL DETAILS	
Cities/Countries of Travel	List the country or countries of travel. List the cities or areas of travel.
Proposed Date of Travel	State the anticipated departure date.
Duration of travel (days)	Provide details of the duration of travel in days.
Purpose of Travel	Provide details of the purpose of the trip. E.g. meetings at SAI Global office, auditing, training, conference.
Do you have an itinerary for this trip? (if yes, attach to this form)	Select yes or no from the drop-down list.
Select travel booking option used:	Select from drop down list: <ul style="list-style-type: none"> • Company preferred travel agency • Self-arranged • Client arranged • Other Provide detail.
3. AUTHORISATION – IGNORE THIS SECTION	
Before you start this section, open the International Travel Risk Rating List . Search for the country of travel and identify the Authorisation Level (noted in the shaded Authorisation Level column). If you are travelling to multiple locations, select the location with the highest authorisation level. Countries with an authorisation level of N/A do not require a risk assessment.	
What is the Authorisation Level?	Leave this blank as this will be completed by SAI Global.
If SLT, select the Authoriser from the list:	Leave this blank as this will be completed by SAI Global.
If Senior Manager, select the Authoriser from the list:	Leave this blank as this will be completed by SAI Global.
4. ADDITIONAL TRAVEL DETAILS	
Do you have any medical conditions that may require medical treatment during travel?	It is important to record any pre-existing medical conditions which may require treatment during travel. This will help to ensure that: <ul style="list-style-type: none"> • The employee is made aware of local medical centres and contact details in the event of an emergency; • A review of medication is undertaken to ensure that the employee is able to carry the medication into the country/area of travel; • To ensure that travel to an area does not exacerbate the condition. E.g. cities with high pollution may trigger asthma; and • That assistance is provided if travelling to areas where communication and/or access to medical services are limited.

ITEM	DESCRIPTION
	If you would prefer not to list these, please ensure that you notify your Manager.
Will you be travelling alone? If no, please provide names of travel companions.	Answer yes or no. If you are travelling with a companion, provide details including their name, relationship to you (i.e. colleague, partner) and their contact number.
Are vaccinations or preventative medication recommended for your destination? If yes, please specify.	If the answer is yes, provide detail.
Will you be vaccinated prior to the trip and/or take preventative medication recommended?	Provide a response.
If you are travelling to a destination deemed High Risk (i.e. requiring SLT approval), have you obtained a security briefing based on your itinerary from International SOS?	Select Yes, No or N/A. Security briefings can be obtained by emailing your itinerary to securitysupport@intl-sos-cr.com Attach a copy of the briefing to the assessment.
5. DESCRIBE THE POTENTIAL RISKS	
Identify potential risks	<p>This section looks at various potential risks including:</p> <ul style="list-style-type: none"> • Personal safety i.e. crime, kidnapping • Medical i.e. disease, illnesses, lack of access of appropriate medical care • Political i.e. social unrest, terrorism • Natural disasters i.e. flooding, hurricanes • Cultural i.e. sensitivities related to culture, gender etc. • Other <p>For each risk category, describe the hazard. This information is to be obtained from the International SOS report as well as relevant government travel advice sites.</p> <p>Then determine the risk level. The risk level is determined using the WHS Risk Level Matrix – Refer to Appendix B.</p>
Description and control measures	<p>The next step is to include a description of the risk and control measures to be implemented. Examples include:</p> <ul style="list-style-type: none"> • Outbreak of Malaria – Employee to take anti-malarial tablets as prescribed by their GP. • Political demonstration in CBD – stay in area outside CBD. No travel to occur in CBD. • High crime rate after hours in east city area - Employee will not travel to the area following sunset.
6.. TRAVELLER ACKNOWLEDGEMENT	
Sign off	<p>Travellers will be required to confirm the following that they:</p> <ul style="list-style-type: none"> • Have read and understood the travel information provided in the International SOS Report • Have a copy of the International SOS Membership Card or have downloaded the International SOS mobile app. • Have the required visa and correct driving permit (if driving). • Will provide a copy of my itinerary to my Manager and notify their Manager of any changes.

ITEM	DESCRIPTION
	<ul style="list-style-type: none"> Will comply with the actions identified to minimise the risk of injury or harm whilst travelling. Enter any corrective actions that require implementation prior to the trip are entered into the Safety, Incident and Gift (SIG) system. <p>It is a mandatory requirement to provide a copy of your travel itinerary to SAI Global prior to travel in instances where travel is not arranged through SAI Global preferred booking agents.</p> <p>Changes to travel plans must be communicated to with SAI Global.</p>
Additional comments	Add in any additional comments.
Signature and date:	Sign and date the completed form.
5. MANAGER SIGN OFF	
Travel Approval	The completed form is to be provided to the relevant Authorising Manager who is responsible for reviewing the content and then approving travel if it is deemed safe.

4.3 International travel approval

Once completed, the completed International Travel Risk Assessment Form is to be returned to SAI Global for review.

SAI Global will review the completed form to ensure that risks have been identified and that appropriate control measures have been implemented.

If identified risks are deemed to be at an unacceptable level, travel will not be approved. In this instance, SAI Global will notify you of this decision.

4.4 Changes to travel plans

In instances where changes occur to your travel plans following the submission of the completed risk assessment form, Contractors will be required to provide SAI Global with their amended travel itinerary.

5. HEALTH AND MEDICAL

5.1 Requirements

Prior to travel, it is imperative that Contractors take the necessary medical and health precautions. This is further described below:

5.1.1 Pre-existing medical conditions

In instances where a Contractor has a pre-existing medical condition which may impact on their ability to travel without incident, it is a requirement that they advise SAI Global. Consultation is to occur with the Human Resources team, and where appropriate, medical professional, to determine whether travel is to proceed.

E.g. a traveller recently diagnosed with an unstable heart condition should not travel to an area where prompt access to an appropriate level and quality of medical care is not available.

In instances where a Contractor has a medical condition which requires treatment, it is the responsibility of the Contractor to ensure that they have the appropriate medication and/or medical supplies whilst travelling. It is recommended that they consult with their medical professional for advice and support prior to travel.

Remember that travel insurance may not cover pre-existing medical conditions therefore it is imperative SAI Global is advised of these medical conditions.

Note: In some instances, a medical clearance certificate may be required.

5.1.2 Vaccinations and preventative medicines

It is the responsibility of the Contractor to determine vaccination requirements prior to travel. This information can be obtained from the following sources:

- International SOS
- Medical Practitioners
- Government foreign travel advice sites.

In instances where vaccinations are recommended, it is the responsibility of the Contractor to be immunised prior to travel. If the Contractor does not have the necessary vaccinations or does not wish to proceed with the recommended preventive medication (e.g. anti-malaria tablets), it is a mandatory requirement that they advise SAI Global.

6. SAFETY WHILST TRAVELLING

6.1 Requirements

It is essential that Contractors adhere to advice given in relation to personal safety whilst travelling. This information is found in the International SOS report.

6.2 Safe international travel guidelines

Contractors must adhere to the following general safe travel guidelines to ensure their safety:

Consideration	Recommendations
Accommodation	<ul style="list-style-type: none"> Familiarise yourself with the location of fire routes and procedures within your hotel Utilise the hotel's safe to store valuables Ensure that hotel doors and windows are locked at all times. Use the safety chair if available. Request a room change if facilities are not appropriate. If you do not feel safe, consider changing hotels. Opt for a room that is near an emergency exit and away from the lobby or public areas. Avoid rooms with interlocking doors.
Transport	<ul style="list-style-type: none"> Take the safest means of transport available Only use government registered and/or licenced taxi's Do not share a taxi with strangers. Utilise seatbelts, even if not required by law. Avoid the use of two or three wheeled vehicles. If driving, ensure that you are familiar with local road rules and know what is legally required of you in the event of a road crash.
Air travel	<ul style="list-style-type: none"> Use appropriate baggage/suitcase i.e. trolley to minimise the risk of a manual handling injury For long distance travel, ensure that you complete the exercises recommended by the airline to prevent DVT Remain hydrated and avoid alcohol during long flights. Observe any security instructions and alert security staff of any unusual activity or unattended baggage.
Personal Security	<ul style="list-style-type: none"> Minimise valuables carried Avoid walking alone at night Be aware of high risk areas before you leave. Avoid these areas when travelling. Maintain regular contact with a personal contact or family member. Wear your bag across your body, not just over one shoulder. Stay alert – be aware of pickpockets and don't give away personal information to strangers. Ensure that your emergency contact details are current. Always carry your passport with you. Keep spare money hidden separately. Ensure that someone is aware of your location.

Consideration	Recommendations
Medical	<ul style="list-style-type: none"> • Take adequate supplies of prescription medication with you. It is recommended that you carry a letter from your doctor. • Maintain good personal hygiene i.e. hand washing. • Carry a personalised medical kit with you if access to first aid and medical supplies is limited. E.g. painkillers, medication to treat diarrhoea, nausea, antiseptic lotion, wound dressings, and rehydration mixture.
Cultural	<ul style="list-style-type: none"> • Be aware of cultural sensitivities. • Respect local customs and dress codes. • Understand local customs e.g. tipping, greetings, use of cameras.
Other	<ul style="list-style-type: none"> • Take precautions with eating – avoid street stalls where possible • Ensure that you drink plenty of water. Ensure that, where recommended, you only drink bottled water. • Ensure that you have an appropriate adaptor to be able to use and charge electrical equipment and mobile phone. • Keep separate copies of your passport and identification. E.g., email copies to your work or personal email account. • Check currency used in the country and whether ATM's/cash machines are available. Also check whether your debit/credit cards are accepted. • Make enquiries about local custom and practice from colleagues or hotel staff or International SOS i.e. alcohol laws, meeting etiquette. • Blend in – don't draw attention to yourself. • Monitor weather conditions.

6.3 International SOS membership card

It is recommended that Contractors download, and carry with them, a copy of the International SOS Membership card.

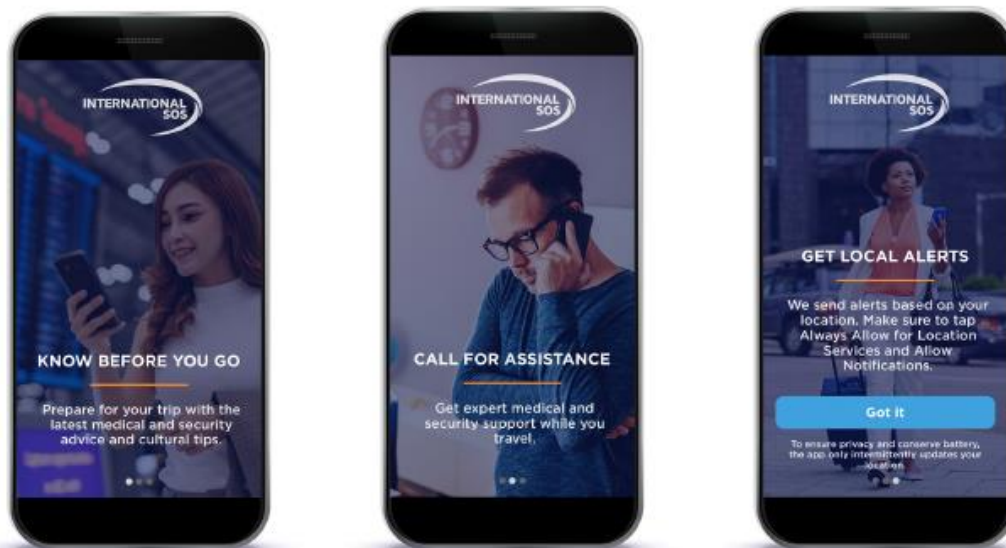
This membership card provides membership details as well as emergency centre contact numbers. You will be required to provide membership details to the Call Centre operator.

Should you require assistance, International SOS will verify with your SAI Global Manager or contact person that you are a SAI Global contractor travelling on behalf of International SOS.

6.4 International SOS App

It is recommended that travellers download the International SOS mobile application prior to departure. If assistance is required, open the App and you will be provided with the contact number of the nearest support centre. Travellers will be able to call the nearest support centre directly from the app.

The app also allows you to access the country report and view current local alerts.



7. INCIDENT AND HAZARD MANAGEMENT

7.1 Requirements

The following actions are to be taken to manage incidents and travel related hazards:

7.1.1 Emergency management

In the event of an incident requiring assistance, including medical assistance, travellers are to contact the International SOS 24-hour Assistance Centre nearest to their location.

Contact details and SAI Global's membership details are located on the Membership card which can be downloaded from the International SOS website (accessed through the SAI Global intranet). Alternatively, you can contact the closest assistance centre by opening the International SOS mobile app and tapping on the phone icon at the bottom of the screen.

Remember to also contact SAI Global immediately (if possible).

Note: International SOS will only provide assistance in situations where Contractors are travelling on behalf of SAI Global.

If you plan on undertaking personal or other business travel prior to, during, or after your contracted duties with SAI Global, please advise your SAI Global Manager or contact. You will not be covered by SAI Global's insurance policy or International SOS membership unless prior written authority is granted.

7.1.2 Incident reporting

All incidents related to international travel are to be reported and recorded.

Click [here](#) to access a copy of the Incident and Hazard Report Form.

Return completed copies to your SAI Global contact or alternatively email copies to ohshelpdesk@saiglobal.com

7.1.3 Hazard reporting

Hazards related to travel must also be reported. This is to ensure that actions are taken to minimise the risk of injury or harm for future travel, if applicable.

Examples of hazards include: security issues associated with transport or accommodation, lack of phone/internet coverage.

Click [here](#) to access a copy of the Incident and Hazard Report Form.

Return completed copies to your SAI Global contact or alternatively email copies to ohshelpdesk@saiglobal.com

APPENDIX A – TRAVEL RISK RATING DEFINITIONS

Note: Definitions provided by International SOS.

Travel Risk Rating

The travel security rating evaluates the threat posed to travellers and expatriates by political violence (including terrorism, insurgency, politically motivated unrest and war), social unrest (including sectarian, communal and ethnic violence) as well as violent and petty crime.

Other factors, such as the robustness of the transport infrastructure, the state of industrial relations, the effectiveness of the security and emergency services and the country's susceptibility to natural disasters are also considered where they are of sufficient magnitude to impact the overall risk environment for personnel. However, not all of these issues must be present for a country to warrant a particular risk rating.

Rating	Definition
Extreme	<p>Countries or areas rated at EXTREME RISK may be in a state of war, failed states or states in which the government has lost control of significant portions of the country. Government control and law and order may be minimal or non-existent.</p> <p>There is a serious threat of violent targeted attacks against travellers and expatriates by terrorists, insurgents, sectarian, criminal or other extremist groups. Government and transport services are typically severely degraded or non-existent.</p> <p>Foreigners are likely to have no access to significant parts of the country. Armed escort and stringent preventive security precautions are essential and may not be sufficient to prevent serious injury, kidnap or loss of life.</p>
High	<p>Countries or areas rated at HIGH RISK have regular periods of political instability and associated problem of poor governance, including high levels of corruption and failed or failing institutions.</p> <p>Protests are frequently violent and may target or disrupt foreigners. There may be a high level of incidental risk to travellers and expatriates from terrorism or insurgency. Communal, sectarian or racial violence is common, and foreigners may be targeted.</p> <p>Violent crime rates are typically high and scams targeting foreigners are common and often have police complicity.</p> <p>Infrastructure and internal security and emergency services are poor and there may be regular abuses of due legal process.</p> <p>Certain parts of the country are inaccessible or off-limits to the traveller.</p> <p>There is a persistent risk to travellers and expatriates and employment of security precautions is required to ensure personal protection.</p>
Medium	<p>Countries or areas rated at MEDIUM RISK may experience periodic political unrest, violent protests or insurgency. The country or area is prone to sporadic acts of terrorism and there may be terrorist organisations with significant operational capacities.</p> <p>Travellers and expatriates may face a risk from communal, sectarian or racial violence. Violent crime rates are likely to impact on foreigners as well as the local population.</p> <p>There are infrastructural weaknesses and inadequacies in the security and emergency services. Industrial action is not uncommon and can impact upon the traveller and expatriate.</p> <p>Transport services are likely to be subject to periodic disruption and safety records are inconsistent. Increased vigilance is warranted for travel or expatriation.</p>

Rating	Definition
Low	<p>Countries or areas classified at LOW RISK are on the whole secure and the authorities maintain adequate security and emergency services and sound infrastructure.</p> <p>These countries or areas have low violent crime rates and are generally free of racial, sectarian or political violence or civil unrest. Terrorist organisations have only limited operational capabilities and acts of terrorism are extremely rare.</p> <p>Industrial action and transport disruption are typically infrequent and the government has the capacity to minimise the effect on travellers and expatriates.</p> <p>Travellers and expatriates face few problems and are unlikely to be directly targeted or severely disrupted. Common sense precautions help minimise associated risk.</p>
Insignificant	<p>Countries or areas classified at INSIGNIFICANT RISK have very low rates of violent crime and travellers and expatriates are not at risk except for isolated incidents of petty crime.</p> <p>There is virtually no political violence or civil unrest and no significant sectarian, communal, racial or targeted violence against foreigners. There is no recent history of terrorism.</p> <p>The authorities maintain effective security and emergency services and infrastructure is sound. Transport services are typically of a high standard with good safety records and only occasionally travel disruption.</p> <p>Industrial action impacting on essential services is rare and the government has the proven capacity to manage major events, such as strikes, with minimal impact to personnel.</p> <p>Travellers and expatriates must ward against complacency to ensure that they do not inadvertently increase their exposure to risks such as crime.</p>

Medical Risk Rating

International SOS assigns medical ratings to countries by assessing a range of factors including the standard of local medical and dental care available, access to prescription drugs, the risk of serious infectious disease and cultural, language or administrative barriers.

The medical risk within a country can vary widely. For example, major cities may have lower risk whereas remote or rural communities may have higher risk. Overall country medical risk rating is based on these variables.

Rating	Definition
Extreme	<p>Countries or areas with an EXTREME MEDICAL RISK have a healthcare system which is almost non-existent or severely overtaxed. This may be due to economic conditions, war and/or lack of governmental stability, all of which also threaten travellers' health and safety.</p> <p>In these nations, even basic emergency services and dental care may not be accessible. Quality prescription drugs may not be available.</p> <p>Serious infectious disease such as typhoid, cholera, dengue fever and malaria may pose a significant threat. Travellers with moderate or severe illnesses/injuries are likely to require international evacuation.</p>
High	<p>Countries or areas with a HIGH MEDICAL RISK have very limited medical capabilities. Some or all of these countries' physicians and specialists tend to have limited training.</p> <p>Emergency services and dental care may be basic. Moderate and severe illness/injury may require international evacuation. Access to prescription drugs may be limited and, in some cases, counterfeiting and/or improper storage of drugs may make local purchase advisable.</p> <p>Serious infectious diseases such as typhoid, cholera, dengue fever and malaria may pose a threat.</p>

Rating	Definition
Medium	<p>Countries or areas with a MODERATE MEDICAL RISK have a higher risk of infectious diseases than low risk countries, and any developed or developing country where full tertiary-level care is not readily available.</p> <p>In these countries, many or most illnesses/injuries can be adequately treated. The most serious cases may require international evacuation.</p> <p>Although moderate risk countries usually have safe and adequate supplies of prescription drugs, the range may be limited.</p>
Low	<p>Countries or areas with a LOW MEDICAL RISK are capable of offering the best medical care in the world. In these countries, all tertiary level and specialist and sub-specialist care is available.</p> <p>Physicians have been trained to international standards and medical boards control licensure. Most prescription drugs, or acceptable alternative brands are available.</p> <p>Travellers in low risk countries usually face little risk of contracting serious infectious diseases, especially in urban areas.</p> <p>High quality emergency and general services are available. It is unlikely that a visitor would require an international evacuation, as appropriate medical care would be available in country for almost any medical problem.</p>

APPENDIX B – WHS RISK LEVEL MATRIX

WHS RISK LEVEL MATRIX						
		Consequence				
		Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likelihood	Almost Certain 5	Medium 6	High 7	High 8	Extreme 9	Extreme 10
	Likely 4	Medium 5	Medium 6	High 7	High 8	Extreme 9
	Possible 3	Low 4	Medium 5	Medium 6	High 7	High 8
	Unlikely 2	Low 3	Low 4	Medium 5	Medium 6	High 7
	Rare 1	Low 2	Low 3	Low 4	Medium 5	High 6
LIKELIHOOD/CONSEQUENCE CRITERIA						
LEVEL	LIKELIHOOD	CRITERIA				
5	Almost Certain	>90% chance of occurrence within the next 12 months. Expected to occur, inevitable.				
4	Likely	>50% to 90% chance of occurrence within the next 12 months. Balance of probability will occur – not surprised if it happens.				
3	Possible	>10% to 50% chance of occurrence within the next 12 months. Might occur in some circumstances.				
2	Unlikely	>1% to 10% chance of occurrence within the next 12 months. Could occur in some circumstances, surprised if it happens.				
1	Rare	<1% chance of occurrence within the next year. Occurrence requires exceptional circumstances. Only occur as a ‘100-year event’.				
LEVEL	CONSEQUENCE	CRITERIA				
5	Catastrophic	Single fatality or severe permanent disability or impairment from one event. Investigation by a regulatory body resulting prolonged business disruption. Major litigation/prosecution with damages greater than \$25 million and/or potential custodial sentence.				
4	Major	Hospitalisation required with long term disability/impairment. Systemic breach of regulation(s) investigated by a regulatory body and likelihood of a punitive fine. Significant litigation with potential for damages greater than \$10 million.				
3	Moderate	Medical treatment required. Short term disability or impairment. Breach of regulation with internal investigation and report to Regulator and possible fine. Litigation with potential for moderate damages.				
2	Minor	Minor injury with first aid treatment required. No short-term disability or impairment. Minor systemic breach of regulations or policies. Litigation with potential for minor damages.				
1	Insignificant	Minor injury with no medical or first aid treatment required. Minor and isolated breach of regulations or policies which can be readily addressed. Minor legal issues.				
HIERARCHY OF CONTROLS						
Control		Effectiveness	Description			
ELIMINATION		<div>Highest</div> <div>↓</div> <div>Lowest</div>	Eliminate or remove the hazard			
SUBSTITUTION			Substitute (wholly or partly) the hazard with something that gives rise to lesser risk			
ISOLATION			Physically separate the hazard from people by distance or using barriers			
ENGINEERING			Use of a physical mechanical device or process			
ADMINISTRATIVE			Work methods, instructions and procedures			
PPE			Personal Protective Equipment			