

How to develop a Contingency Plan for a high risk trip

1 What is a Contingency Plan?

A contingency plan identifies the decision making process and contact/escalation process in relation to an Emergency, setting out all information required in one place. The plan should be short with actions that are easy to follow by traveller in crisis situation.

2 What is the difference between contingency planning and risk assessment?

- A risk assessment identifies the potential risks and includes mitigation strategies to reduce that risk to an acceptable level to allow deployment.
- A contingency plan identifies emergency scenarios that could happen and list briefly the emergency contact details and action to be taken by the individual and any supporting agency.

3 What does a contingency plan look like?

Rather than a lengthy and complex document with too many scenarios, the plan should only consider emergencies that are likely to happen in the context of the situation in country.

The plan should have the following sections.

- **Identify the situations and scenarios that would be considered an Emergency and would require an immediate response.**

Examples:

1. A sudden escalation in protests, civil disorder and confrontation in the area where the traveller is living and working.
2. The resumption or armed conflict potentially with missiles targeting nearby cities and settlements.
3. Curfews and restriction of all movement across the country leaving the traveller trapped in their accommodation.
4. Civil airspace is closed and normal air travel is suspended requiring alternative evacuation contingencies.
5. The traveller goes missing and there is no contact or they are detained or kidnapped.
6. The traveller is injured – hospitalised – requires urgent medical assistance.
7. An extreme weather condition that requires evacuation or movement to a safe location.
8. Credible intelligence that indicates the potential imminent risk of terrorist attack or certain groups being targeted by criminals.

- **Identify the contact / escalation process in relation to an actual Emergency.**

Example:

In an event of any situation or event that is considered an Emergency, the traveller is to carry out the following contact procedures.

1. Are you safe or is there an immediate threat to your safety and security.
Action: Move to a place of initial safety and communicate with the following contacts.
 - The person travelling in country should contact the University Emergency Incident Manager (EIM) via University Security (which operates 24/7)
Action: Explain the situation, your contact details (where you are and importantly how to contact you again), provide as much detail as possible particularly any injuries and your initial actions to unfolding events
 - The University EIM will identify and notify who is responsible for the traveller. They should without delay contact AIG travel guard assistance
Action: Explain the situation, your contact details (where you are and how to contact you again) and your initial intended action as to unfolding events
2. The University EIM or person responsible for the traveller will contact AIG travel assistance if the traveller is unable to or cannot be contacted and a clear emergency situation in country is apparent
3. AIG security consultants will discuss with the traveller (and the University as well) to give initial real time security and safety advice. They will establish the facts and any appropriate initial responses required.
4. The University emergency incident manager in coordination with AIG security consultants (and other response agencies) to devise and implement an action plan to respond to the Emergency.

- **Emergency contingency contact library**

Examples:

- 1 Emergency contingency contact list:
 - Respective embassy/consulate contact details
 - University
 - AIG Travel Assistance
 - Key Travel
 - FCO
 - etc
- 2 Personal information (for the University record):
 - Passport number (or copy of passport) or other identification
 - Travel document (or copy of tickets / itineraries)
 - University SPOT ID number – to pass on to University EIM/security
 - Next of kin contacts information
 - Any existing medical conditions / medication requirements