

AGAPÉ UK CRISIS MANAGEMENT

Overseas Travel Protocols

These protocols are intended for all Agapé UK staff and interns working and/or travelling outside the UK.

IMPORTANT EMERGENCY CONTACT INFORMATION

Print this document out and compile the relevant information for your travel. Carry it around with you at all times in a secure folder in your bag so that it is accessible in case of an emergency.

Emergency Contact Numbers

Host Country Emergency Services:

Host Country Crisis Manager or :
Coordinator

UK Crisis Manager: +44 121 348 7589 (please note that this is a landline phone number and cannot receive SMS messages)

Host country office (if applicable):

UK Embassy in host country:

Other Useful Contact Details

UK Crisis Manager: crisismanager@agape.org.uk

UK Safety and Security Manager: safetyandsecuritymanager@agape.org.uk

Agapé UK Ministry Hub (HQ): +44 121 765 4404

Remember: if you are directly affected by an emergency, your first point of contact should be your Host Country Crisis Manager or Coordinator, followed by the UK Crisis Manager.

Current Risk Assessment

Agapé UK considers it possible that our staff, volunteers of the events sponsored by us could be affected by terrorism, natural disasters, crime, health issues or accidents. As such, every international project or event should have an up-to-date Risk Assessment.

Before You Travel

When preparing to travel on an Agapé UK ministry trip, eg Global Project, international conference, training experience, you need to be aware of the following:

- The UK [Safety & Security Policy](#) requires that all Agapé UK staff have the UK Crisis Manager phone number saved in their mobile phone address book. This number diverts your call to whoever is the current duty UK Crisis Manager. PLEASE REMEMBER: This number can only receive calls; it WILL NOT receive SMS (text) messages. Agapé UK advises that you save the number in your phone in the following format: **+44 121 348 7589**. This number works in the UK and including the international dialling code (+44 for the UK) will also allow you to quickly call the UK Crisis Manager when you are overseas.
- Modern smart phones also allow you to designate certain phone numbers in your address book as your Emergency Contacts. The emergency services know to use this function should they need to contact your next of kin in an emergency. If your phone has this function, please designate your Team Leader (and if possible, the UK Crisis Manager, too) as one of your Emergency Contacts.
- Ensure you have completed the [Staff Travel Form](#) so that the UK Crisis Manager and UK Safety & Security Manager have all the relevant details pertaining to your travel (flight information, your Emergency Contact details, Host Country Coordinator contact details, etc). This form will also ensure that you have the necessary travel insurance arranged for you. No Agapé UK staff should ever travel on Agapé UK business without valid insurance.
- There is no need to fill out the *Staff Travel Form* if you are travelling for leisure purposes during your annual leave. However, in the event that you are directly, or indirectly, affected by an emergency, please still follow the protocols in the section *Whilst You Are Travelling Overseas* below. You are still entitled (and strongly recommended) to contact the UK Crisis Manager, and make use of the assistance of the UK Crisis Management Team, even if you are on holiday.
- If you are travelling to visit and/or work alongside Campus Crusade for Christ International (Agapé) staff overseas, ensure you know who your Host Country Crisis Manager is and how you can contact them in an emergency. If you are

visiting an external organisation or individual, still try to obtain the contact details of the Campus Crusade for Christ International crisis manager for your host country; if appropriate, plan to make use of their assistance should you find yourself in an emergency situation. In the unlikely event that there is no appointed Campus Crusade for Christ International crisis manager, or that it is not appropriate to use the Campus Crusade for Christ International crisis manager in your circumstances, ensure you have a phone number for your Host Country Coordinator (ie the host person who is helping you to plan your trip, or a representative of the host organisation you are visiting) and that they are happy for you to contact them, and to give you advice, should you find yourself in an emergency situation. Ensure you have contacted your Host Country Crisis Manager or Coordinator prior to your trip to share all the relevant details pertaining to your trip. Consider (if the context is secure and appropriate) sharing the following information:

- Flight information;
- Passport scans for every team member;
- Emergency Contact details for every team member;
- UK Crisis Manager contact details;
- Travel insurance details;
- Any other information that you think will be relevant.

If you are unable to obtain contact details for a crisis manager, or equivalent contact person, or you have any concerns about your host country crisis management arrangements, contact the UK Crisis Manager to seek their advice.

- Take photocopies of passports/visas/ travel insurance details with you. Make sure a family member or friend also has copies of them (along with the contact details of the UK Crisis Manager, in case they need them).
- Ensure that your Host Country Crisis Manager or Coordinator is made aware of any changes that are made to your (or your team members') Emergency Contact details.

Whilst You Are Travelling Overseas

All staff/volunteers travelling internationally should be aware of the following:

- If you are part of a team, when you are travelling, where possible, make sure not to carry all your team's cash on one person; when travelling as a group, spread the cash amongst your team. After you have arrived, find a safe and secure location where you can leave any cash that you do not immediately need (eg in a hotel safe), so that you are not carrying it around with you.

- On arrival, decide on a secure place to leave your documents (insurance forms, passports, etc), eg with the national office of your host country, with local staff or in a hotel safe.
- If you are a team member on a Global Project (or other team trip), if possible, report to the Project Director (Project Leader) whose overall responsibility it is to report to the UK in an emergency situation.
- The crisis management protocols (if such exist) of your host country should take precedent over the Overseas Travel Protocols.

If you need assistance in an emergency

If you are directly affected by an emergency (eg illness, injury, crime, terror attack, team issues, persistent disregard for Global Project policies, etc), and you require assistance, you must contact Agapé UK:

- PLEASE REMEMBER: In the event of an emergency, take care of the immediate situation first: call the police/ambulance/ fire services, help the injured (if it is safe to do so), get yourself to a place of safety, etc. Only when any immediate danger has lifted should you turn to calling the other relevant people.
- After this, your first point of contact is to call your Host Country Crisis Manager or Coordinator. You must follow any advice they give you. (If you cannot make contact with your Host Country Crisis Manager or Coordinator, for any reason, then immediately call the UK Crisis Manager but continue to try to make contact with the Host Country Crisis Manager or Coordinator. If you cannot make contact with either crisis manager, leave voicemails AND keep persisting.)
- After calling your Host Country Crisis Manager or Coordinator, you must also call the UK Crisis Manager so that Agapé UK knows you are safe or how you have been affected. Let the UK Crisis Manager know any advice that your Host Country Crisis Manager or Coordinator has given to you.
- If you are worried that an emergency situation is developing and you require assistance or advice, you do not need to wait until it becomes an emergency to call your Host Country Crisis Manager or Coordinator and the UK Crisis Manager.
- In an emergency, where necessary, and when possible, Agapé UK will work in partnership with your Host Country Crisis Manager or Coordinator and Campus Crusade for Christ International (Agapé) staff in your host country or region.

In a non-emergency

If you are present at or in the nearby vicinity of an emergency, but you are not directly affected (ie you do not require assistance), or in the event that you are within 50 kilometres of a terrorist attack or natural disaster, you must contact Agapé UK:

- Your first point of contact is to call your Host Country Crisis Manager or Coordinator to let them know you are safe and how you have been affected. You must follow any advice they give you. (If you cannot make contact with your Host Country Crisis Manager or Coordinator, for any reason, then immediately call the UK Crisis Manager but continue to try to make contact with the Host Country Crisis Manager or Coordinator. If you cannot make contact with either crisis manager, leave voicemails AND keep persisting.)
- After calling your Host Country Crisis Manager or Coordinator, you must also report to the UK Crisis Manager so that Agapé UK knows you are safe or how you have been affected. Let the UK Crisis Manager know any advice that your Host Country Crisis Manager or Coordinator has given to you.
- As a guideline, if you hear news of an event that is big enough to be reported in the media and the location can be construed to be somewhere where you might be, you should call your Host Country Crisis Manager or Coordinator and the UK Crisis Manager. It might be somewhere you could be expected to be, regardless of where you actually are at the time. (Eg if you are on a Global Project to Bethlehem but happen to be spending a weekend in Jerusalem when there is a terrorist attack in Bethlehem, you need to call your Host Country Crisis Manager or Coordinator and the UK Crisis Manager to tell them where you are and that you are safe.)
- PLEASE REMEMBER: Agapé UK is equally interested to know you have not been affected by an incident as to whether you have been affected by it.
- If you are ever unsure what to do, or whom you should be contacting, please do not hesitate to call the UK Crisis Manager.
- If Agapé UK become aware of a situation by which we think there is a possibility you might have been affected (eg terrorist attack in a city you are visiting, or a city nearby) and do not hear from you, we will initiate contact with you to check you are OK.

All staff in the vicinity of an incident MUST report in to confirm that they are safe or how they have been affected.

Once the decision has been made to put the Crisis Management Team into action, the UK will also, as soon as possible, initiate contact with your Host Country Crisis Manager or Coordinator and/or the relevant regional crisis manager(s).

Whom to Contact About Any Queries

- For general, non-emergency queries and advice about how to behave and respond should you find yourself in an emergency in the future (ie for advice about hypothetical emergency situations), you may contact the UK Crisis Manager via e-mail (crisismanager@agape.org.uk). The UK Crisis Manager is responsible for responding to crises and following and implementing the Crisis Management Protocols.
- Queries about the UK Safety & Security Policy or UK Crisis Management Protocols themselves (ie you want to question or recommend changes to the policy or protocols) should be directed to the UK Safety & Security Manager (safetyandsecuritymanager@agape.org.uk). The UK Safety & Security Manager is responsible for reviewing, updating and amending the UK Safety & Security Policy and all Crisis Management Protocols.

EMERGENCY MEDICAL INSURANCE

Agapé UK Travel Insurance Policy

Arranged by Banner Financial Services, underwritten by Everest Syndicate 2786, managed by Asta Managing Agency Ltd acting through Everest Service Company (UK) Ltd

Policy Number: AGAP01GT04 (policy number applies for both emergencies and non-emergencies; please always quote when making a claim)

In the event of a worldwide **MEDICAL EMERGENCY**

Telephone: +44 (0) 20 8049 8301

E-mail: EverestRe@healix.com

In the event of a **NON-EMERGENCY**

Contact the following claims administrators:

Online: intake.sedgwick.com/u/EverestRE/EverestTravelClaims

Telephone: +44 (0)14 1240 1912

E-mail: everestre@ie.sedgwick.com

The UK Crisis Manager can assist you with the decision as to when you should contact the MEDICAL EMERGENCY hotline.