

Recommendations for travel safety and security

Appendix 3 to Routines for Physical Safety and Security – Personal Safety and Security (UFV 2018/68)

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1. Introduction

Uppsala University has employees, visiting researchers, scholarship holders, doctoral students and other members who often travel abroad on business. Sometimes their travel takes them to high risk areas. The risks can be divided into several categories:

- General, such as major traffic accidents, train crashes, major strikes, crime
- Geographically specific, such as trouble spots, war zones, violence, kidnapping
- Natural disasters, such as earthquakes, tsunamis, volcanic eruptions
- Other natural dangers, such as glacier fissures, sandstorms, predators

2. Description of organisation

In the case of extended travel or posting abroad involving relatively large groups of staff, a description of the organisation of the mission should be drawn up. This facilitates a definition of individual responsibilities and internal contact points and channels.

Points to consider when putting together the organisation:

- Which roles will the organisation include?
- Will there be cooperation with a local organisation? If so, will they be incorporated into our organisation or we in theirs?

2.1 Background checks

Background checks of possible cooperation partners – whether they stand for the same ethical values as Uppsala University, etc.

Points to consider in background checks:

- What is the purpose and goal of the background check?
- What information do you want or need to obtain?
- How will you gather this information?
- Which sources will be used?

3. Business travel insurance

The business travel insurance policy covers all domestic and foreign travel that employees and sponsors undertake on behalf of Uppsala University. The policy covers the entire business trip and is equivalent to a normal travel insurance policy. Remember to take a Swedish State Business Travel Insurance Certificate with you. Contact the administrator at your department/equivalent to obtain the insurance card.

You can read more about the business travel insurance policy at:

- Medarbetarportalen <https://mp.uu.se/web/info/stod/resor-ny/forsakring>
- Kammarkollegiet (Legal, Financial and Administrative Services Agency) website <https://www.kammarkollegiet.se/forsakringar/tjansteresor-och-utlandsarbete/tjanstereseforsakring/statens-tjanstereseforsakring>

Kammarkollegiet – contact details

During office hours, you can contact Kammarkollegiet if you have any questions or if you have suffered injury or damage, even if you are abroad.

Kammarkollegiet's telephone number is +46 54 22 12 00, email address: forsakring@kammarkollegiet.se. If you need help urgently in an emergency, contact Falck Global Assistance by telephone: +46 8 587 717 49, Fax: +46 8 505 939 13 or email: fga@se.falck.com.

3.1 Falck Global Assistance

Falck Global Assistance (FGA) is the emergency assistance provider contracted by Kammarkollegiet. FGA and Kammarkollegiet have worked together for around 15 years. The current agreement runs for 3+1+1 years from 2015.

FGA provides assistance in cases of acute illness or accident, but you can also contact them for medical advice 24/7 worldwide. Advice and assistance from FGA is included in all travel insurance provided by Kammarkollegiet. FGA provides Swedish-speaking emergency assistance staff, doctors and nurses. This is required by Kammarkollegiet to avoid misunderstandings etc. in stressful situations.

Services that FGA can provide in the case of acute illness/accident:

- Assess whether acute medical care is needed.
- Provide information about hospitals in the country. FGA keeps a directory of hospitals that meet a number of set requirements. These hospitals are regularly checked by FGA.
- Guarantee payment to the hospital concerned and check costs.
- Review a treatment plan prior to hospital admission, to ensure that the care that is planned is proportionate (to avoid excessive/inadequate care).
- Arrange ambulance transfer to another hospital if a patient has been admitted to a sub-standard hospital in a case of acute illness/accident.

Before posting/travel abroad, you can always contact FGA for information on recommended care institutions. This is particularly appropriate when travelling to countries with inadequate healthcare, but also when travelling to high-cost countries such as the USA. We recommend informing FGA in the case of extended foreign duties or missions involving relatively large groups of staff.

Always inform FGA:

- In the case of posting/travel abroad when employees or accompanying family members who are covered by Kammarkollegiet policies do not have Swedish citizenship.
- In the case of duties that mean staff will be stationed in a place without an international airport. In such cases, FGA can provide information about timeframes and any limitations in the event of medical evacuation.

4. Ahead of your trip

Whether your destination is domestic, foreign, a high-risk country or a risk area, with a little preparation and information you can minimise and more easily avoid unnecessary risks by good planning.

Foreign travel requires more preparation and information than domestic travel. The information you need may range from the history, customs, religion and politics of a country, to crime, climate, sicknesses, etc. Rather more detailed environmental analysis is strongly recommended, especially when travelling to regions that are relatively at risk and when planning longer stays.

You can find information about the continents and countries of the world, conflicts and more at www.ui.se (the website of the Swedish Institute of International Affairs). Other sources of information include: <https://www.cia.gov/library/publications/resources/the-world-factbook/index.html>, <http://ucdp.uu.se/>, Google and other media.

4.1 General

Find out as much as possible about the accommodation/hotel and vicinity where you plan to stay. You can find out most of what you need to know before the trip by searching on Google and in the media. Information that you are unable to find before the trip can be obtained by talking with any partners you will be working with at your destination and/or telephoning or emailing the hotel.

Points to consider when staying at a hotel

- Large and international chains generally have higher and better security at their hotels. However, this can also mean a higher level of threats, e.g. a hotel where many Americans often stay is potentially a more attractive target for various terrorist organisations.
- Look for security certificates on the hotel's website; generally hotels do not obtain certification without meeting fire safety, resident security and similar requirements.
- Consider taking a travel fire alarm – technical fire safety can be deficient in some parts of the world.
- Book a room on floor 3–6. The third floor is generally too high up for burglars to be able to break in through windows or from balconies. The sixth floor is generally low enough for fire ladder vehicles to reach with their ladders in a fire.
- Rooms near the stairs or emergency exits are an advantage if the need arises to leave the hotel quickly.

Other accommodation

If you are staying in some other type of accommodation for an extended period, such as an apartment hotel, a bungalow, etc., you should acquire a fire alarm and fire extinguisher and draw up an evacuation plan.

Credit card/debit card

Write down all card numbers for cards taken on the trip, as well as each card issuer's international number for cancelling the card. Save and keep the information so that you can retrieve it easily should you lose the card(s). Information about card numbers and card issuers' telephone numbers

should preferably be kept in separate places. The card numbers can be kept in a sealed envelope locked in the hotel's safe, for example.

Hand luggage/checked baggage

Items that are attractive to thieves, important or fragile, such as working documents, travel documents, medication, telephones, portable computers, etc., should be packed in your hand luggage.

Sharp items such as pocketknives, scissors, etc., and certain quantities of liquids may be prohibited in hand luggage when flying. The rules can vary in EU countries and other countries, so it is important to obtain such information before travelling. For information, contact the airline you are flying with.

It is important to pack your bags yourself and to know what is in them, and not to leave them unattended. This is because you will be held responsible for the contents if the bags are inspected. Consequently, you must be particularly careful about accepting gifts abroad if you are not completely sure what they contain. Avoid taking anyone else's bags through customs or security; you will be held responsible if they contain anything illegal. Keep a close eye on your bags when queuing to check in at the airport or your hotel, or in the duty-free shop; baggage thieves often strike when you are busy with something else.

When labelling luggage, a double-sided tag is preferable, the address should not be visible without opening up the tag. The luggage tag should bear the following details: your name, address and telephone number of your planned accommodation. It may be appropriate to keep a clearly visible paper in your checked baggage with the above information as well as your Swedish details, for instance, your university address and the switchboard number. This makes it easier for the airline to identify lost luggage.

4.2 Obtaining information from Swedish authorities

- **Ministry for Foreign Affairs**

Provides information about all the countries of the world, contact details for Swedish embassies and consulates, and advice against travel to certain high-risk countries. The information is available on the Ministry's website and via their app "UD Resklar", which is available for both iOS and Android devices.

- **Swedish embassies and consulates**

You can get in touch with the Swedish embassy/consulate in the country concerned, or with an embassy/consulate in a neighbouring country. They can assist with detailed information about the security situation, practical details, etc. Inquiries should be sent well in advance of the trip as it can take some time to receive a response.

[Http://www.swedenabroad.com/sv-SE/](http://www.swedenabroad.com/sv-SE/) lists Swedish embassies and consulates by country, with brief information about security situation, current events, healthcare, etc.

- **Swedish Police/Swedish Security Service**

You can get in touch with these authorities for advice on security-related issues.

High-risk countries/areas

The Ministry for Foreign Affairs assesses and lists countries and areas that fall into this category. You can see which countries and areas this applies to at <http://www.regeringen.se/uds-reseinformation/>.

4.3 Environmental analysis

Suggested points to include in an environmental analysis:

- Historical and current understanding of the country's political, social, economic and cultural background.
- Analysis of particular actors and partnerships, how we relate to them and they to us.
- Analysis of political and military developments in the country or its neighbours.
- Analysis of criminal activities in the country, what is their character, could we be affected?
- What impact will we have on our surroundings in the country?
- (High-risk countries) Are there armed groups (militias), what are their strategies, what is the attitude of the local population to them?
- Natural disasters – are they common? What type?
- Can our presence be perceived as a provocation?
- What is the situation in neighbouring countries, is it possible to travel through them? Is there a risk of invasion from neighbouring countries, etc.?

4.4 Risk inventory

When planning for the journey, we recommend that you analyse the risks you might encounter. Think of the journey, the country, the area and the work you plan to do.

Points to bear in mind when drawing up a risk inventory:

1. What are the risks involved?
2. What is the risk picture, whether actor-driven or non-actor-driven?
3. What are our identified vulnerabilities?
4. Recommended measures?

4.5 Travel plan

A travel plan can comprise the following:

- Purpose of the trip (holiday, work-related, etc.)
- Itinerary with details of flights and hotels (incl. telephone numbers). This information can be obtained from the travel agency when booking.
- Contact information (name, address and telephone number) for all places/people you intend to visit.
- Timetable for the whole trip, including all activities and practical arrangements.
- If several of you are travelling together, we recommend that each traveller take their own travel plan.

See to it that your manager (if on a working trip) and close relatives receive a copy of your travel plan, including contact information. Remember to inform them of any changes.

Keep a printout of the travel plan in your hand luggage.

4.6 Contingency plan

A contingency plan is a unified document for a specific trip or posting abroad. The plan may present geographical places, activities and contact channels that have been decided on for different components for which Uppsala University has practical arrangements or is otherwise responsible.

The aim is for the plan to provide an overview of areas, activities, components and responsible staff in a unified document. A further aim of the plan is to make responsible staff at Uppsala University aware of the planned activities and preparedness around them.

The purpose of the plan is to create consensus about the organisation's involvement, improve the prospects of clear communication, and increase cooperation with other actors in a constructive manner.

Examples of points in a contingency plan:

- The organisation's definition of a crisis
- The mission
 - Preparations
 - Accommodation/premises
 - Fire preparedness
 - Healthcare preparedness
 - Insurance
 - Guard services (if any)
- Leadership and organisation
 - Areas of responsibility
 - Crisis management organisation
- When and how is the crisis management organisation activated?
- Internal and external contact details
- Operational contingency plan
 - Risk areas
 - Identified risk areas/scenarios
 - List of measures
 - Measures to manage risks and minimise impact of risks that materialise

4.7 Continuity planning

A plan of various scenarios that could arise and how the organisation will respond to them. Will the work continue, and if so how, or will the organisation wind up its operations and evacuate?

The scenarios are various negative events, such as a bomb threat, a natural disaster, a coup d'état or an accident/death in the organisation.

4.8 Evacuation plan

A plan for rapid evacuation of staff from the area or country. Depending on the situation, it may be impossible to use the planned route out of the area or country, for example the airport may be closed after a coup. It is therefore a good idea to consider alternative routes.

If an alternative route leads through a neighbouring country, you may need a visa. It is therefore advisable to check issues of this kind when the trip/posting abroad is in the planning phase. Other aspects to bear in mind are which means of transport are suitable/available for use depending on the situation, e.g. car, boat or public transport.

4.9 Sickness/vaccination/medical certificate

Information about common diseases and which vaccinations may be needed in a particular country can be found here: <https://www.1177.se/Tema/Vaccinationer/>.

EU card and other important documents

If travelling in Europe, you should take your European Insurance Card with you. If you do not have a card, make sure to order one from Försäkringskassan (the Swedish Social Insurance Agency) at least two weeks before you leave. The EU card guarantees you essential care in the public health care system and you always pay the same amount for care as residents in the country.

https://www.forsakringskassan.se/privatpers/resa_arbeta_studera_eller_fa_vard_utomlands/resa_utomlands.

We recommend that you take an English language medical certificate from your doctor if:

- You suffer from any illness.
- You regularly take prescription medication.

The certificate can be helpful when/if:

- You need medical care.
- You have lost your medicine and need to replace it.
- You need to produce a certificate at a customs checkpoint, as some medicines may be classified as narcotics in other countries.

Medicine in Schengen

Some medicines that are approved in Sweden are classified as narcotics in other countries. To see whether your medication is classified as a narcotic in Sweden, see:

<https://lakemedelsverket.se/LMF/>.

For certificates for travellers carrying medicines classified as narcotics that are necessary for their medical treatment, as described in Article 75 of the Schengen Convention, see:

https://lakemedelsverket.se/upload/om-lakemedelsverket/blanketter/PDF/schengenintyg-intyg_f_medforande_av_narkotikaklassat_lakemedel.pdf or <https://www.1177.se/Uppsala-lan/Fakta-och-rad/Rad-om-lakemedel/Resa-med-lakemedel/?ar=True>

Medicine outside Schengen

To check which medicines are approved for taking into a country, you should ask the embassy or consulate of the country concerned. When obtaining approval from an embassy or a consulate, it is important to have an official document drawn up and signed for you to take with you on your trip. Particular care should be taken when travelling to India, Pakistan, Turkey and some countries in the Middle East. Sentences for bringing in prohibited goods can be very severe.

Link to the Government Offices diplomatic list containing contact details of embassies in Sweden: <https://www.government.se/government-of-sweden/ministry-for-foreign-affairs/diplomatic-portal/the-stockholm-diplomatic-list/>

4.10 Passports and visas

Make photocopies of your passport, visa and tickets. Keep them separate from the originals. If you are travelling on business, you should apply for a visa via Lingmerths Resebyrå <https://mp.uu.se/web/info/stod/resor-ny/visum>

Travel in the EU

Swedish citizens and other EU citizens need to have a passport or national ID card when travelling to another EU country or country in the Schengen area. You are required to be able to prove your identity and your citizenship. The only exception is for travel in the Nordic countries, where a Swedish driving licence is sufficient.

When travelling in the EU, the passport or national ID card needs to be valid beyond the date of your return journey. Note that airlines may have different rules for the validity of documents and it is their rules that apply when flying. We therefore recommend that the passport be valid for at least six months after the date of your return journey.

Travel to countries outside the EU

A valid passport is required and generally an entry visa. How long the passport needs to remain valid may vary from country to country, but most airlines require the passport to be valid for at least six months and the date of your return journey not to exceed the validity of your passport. For travel by rail, sea, road or other means, other rules may apply. For information, contact the relevant country's embassy or consulate.

Should you lose your passport while abroad, the Swedish embassy or consulate in the country can help you to obtain a replacement passport. We recommend that you take along a photocopy of the passport and two new passport photos. This will make the process of applying for a new passport easier.

Visa for neighbouring countries

When travelling to countries where security and safety are an issue, we recommend that you also apply for a visa to a neighbouring country. This facilitates speedy evacuation, for example in the event of disturbances in the country because of a coup or similar event. On such occasions, national airports tend to be closed and the only chance of evacuation is to make your way across the border to a neighbouring country.

Lost passport

If you have lost your passport while travelling, you can apply for a temporary passport. You can do this at the Swedish embassy in the country; only certain consulates can issue temporary passports. You will find information about Swedish embassies and consulates at <https://www.swedenabroad.se>.

Temporary passports are in A4 format and are primarily issued for a one-way trip back to Sweden, though in some cases they can be issued for a specific trip to another country, including return.

The following is required when applying for an emergency passport/temporary passport:

- You must appear in person.
- If you are applying at a diplomatic representation abroad that has a photo station you do not need to fill in an application form or bring a photo, as the application procedure is the same as for a normal passport (except for fingerprinting).
- When applying at a diplomatic representation abroad/consulate without a photo station, you have to fill in a form that is available at the representation and provide 2 passport photos that are no more than 6 months old.
- A police report stating that the passport has been stolen is required.
- The regular passport will be cancelled.
- You must have valid photo ID.
- If required by the diplomatic representation abroad, you must present a population registration certificate not more than 1 month old.
- For persons under the age of 18, the consent of all custodial parents/guardians is required.
- You must pay the applicable fee in the local currency with a credit/debit card or in cash.
- Your regular passport is always cancelled when a temporary passport is issued.

5. During your trip

General advice

- Stay informed about local laws and rules.
- Be particularly alert in bars and restaurants. Keep your eye on your glass and do not leave it unattended.
- Before leaving, you should read up on the most common risks at your destinations. What types of fraud are common?
- Do not accept 'help', even if the person claims to be returning a favour or acting purely out of kindness. This is a common form of fraud designed to distract your attention.
- Avoid taking photographs near official buildings or military facilities.
- Do not discuss religion or domestic politics with people you meet, regardless of whether it is a business acquaintance or someone working at your hotel, for example.
- Have the number of the Swedish embassy or the closest consulate on you. This applies for the entire trip, from your arrival until your departure for home.

Risky and criminal locations

- Stick to places where there are people and places that are well lit, watch out for things that seem out of the ordinary.
- If using cash, only take along what you may need that day/evening.
- If you think you are being followed, go somewhere there are plenty of people, e.g. a restaurant or café, and phone the police.
- Watch out for pickpockets when you are in a crowd or a place where people may pack together.

5.1 General

Baggage delays and damage to property

Report events of this kind to the carrier and ask for a certificate of delay or of damage (a Property Irregularity Report, PIR). Demand compensation from the airline; your business travel insurance only covers expenses connected with the outward journey. If your flight is delayed, you do not need to notify Kammarkollegiet but can make any necessary purchases where you are, saving all receipts from these purchases. You will find information about the maximum compensation and further information on the Kammarkollegiet website.

Accommodation

- Change your hotel or other accommodation if anything should be questionable in terms of security and safety. Contact the agent you have booked with and explain the situation.
- Identify the closest emergency exits and check where they lead.
- When in your hotel room, make sure the door is always closed and locked, and use any available security chains or similar fittings. Never leave the door open and unattended, not even for a short time.
- Keep a pair of shoes, hotel key, wallet, mobile phone and torch near your bed at night. This will allow you to leave the room/apartment quickly, for example if an evacuation alarm sounds.
- If anyone unexpectedly knocks at your door and claims to be hotel staff, call reception and ask if they have sent anyone up. Never open the door until you have identified the person outside.
- If there is a peephole in the door, always use it before opening the door. If you feel uncertain, do not open the door. If you are in a hotel, you can always contact the hotel's security staff/reception.

If something happens

During office hours, you can contact Kammarkollegiet if you have any questions or if you have suffered injury or damage, even if you are abroad.

Kammarkollegiet's telephone number is +46 54 22 12 00, email address: forsakring@kammarkollegiet.se. If you need help urgently in an emergency, contact Falck Global Assistance by telephone: +46 8 587 717 49, Fax: +46 8 505 939 13 or email: fga@se.falck.com.

Send claims for injuries or damage to Kammarkollegiet. You will find the claims form on www.kammarkollegiet.se.

In the case of an acute illness or accident

Bear in mind:

- Seek help from a doctor/hospital as soon as possible.
- Make sure you obtain a medical certificate and save receipts for all outlays.
- If you are seriously ill or injured, contact Falck Global Assistance for help with payment guarantees to hospitals abroad, transport home, etc.

In the case of theft, robbery or assault

If you are the victim of a crime while travelling, you should immediately:

- Report the incident to the police.
- Request a copy of the report to the police (remember to obtain an English version).
- If you have lost credit cards/debit cards or travellers' cheques, cancel them immediately.
- Send in a claim to Kammarkollegiet.

When making a claim, the burden of proof is with the insured party. You may, for example, need to have pictures of and receipts for any items stolen to obtain compensation. Compensation can also be claimed for costs and outlays resulting from the crime.

Injuries resulting from a crime must be examined and documented by a doctor. All certificates, documents and receipts for outlays must be saved and attached to the claim.

5.2 Transport

In certain countries, it is advisable not to drive, since the traffic and driving culture can differ considerably from what you are used to. In certain countries there may also be a risk of being targeted by corrupt police officers, who attempt to extort money from you through trumped up traffic violations and fines.

The recommended means of transport from an airport or railway station is by pre-booked vehicle (rental car or taxi) or being met by someone representing the host of your visit.

Travelling by taxi

- Only use official taxis. Ask hotel staff for advice when choosing a taxi.
- Ensure that the taxi driver uses the meter. If possible, agree on a price in advance.
- Go with your gut feeling. If anything about the driver, the car or the situation in general feels wrong, do not get into the car. Wait, and choose another means of transport.
- If possible, sit in the back. Use the safety belt. Check that the headrest is adjusted to your height.

Avoid booking the taxi far in advance of your departure. That can give a fraudster or thief ample time to prepare a robbery or kidnapping. It is preferable to order a taxi shortly before departure, via your hotel.

Driving

Before hiring a car, consider the following points:

- Only use cars booked via a travel agency or other reliable agent. Make sure you have insurance for the car and third-party liability.
- Check whether you need an international driving licence. For information about international driving licences, see: <https://www.motormannen.se/resa-med-bil/internationellt-koerkort/>
- Make sure the car is in good condition and that there is no visible damage that could affect the car's drivability.
- Medium-sized or large cars are preferable.
- Make sure you know the way to the destination or have access to navigation equipment.
- Be sure to always have at least half a tank of fuel.
- Park in a well-lit parking space as close to your destination as possible.
- Never leave valuables or confidential documents in the car.
- Keep all doors and windows closed and locked while driving.
- Minimise the use of mobile phones, navigation equipment or similar items while driving.

Public transport

Plan your trip in advance so that you know which lines, bus numbers, etc. you will be travelling with and where. That way you will avoid going astray.

When travelling by bus, train or other public transport:

- Watch out for pickpockets.
- Bear in mind that clumsiness and clumsy 'accidents' are often planned and a means of distracting you during a theft.
- Always be wary of 'friendly' new acquaintances when travelling.
- Always keep an eye on your bag etc., in a crowd preferably keep your bag in front of you/on your stomach.

Walking

- Do not walk alone after nightfall.
- Identify places that are regarded locally as unsafe and avoid them.
- Big crowds should be avoided. Be particularly alert near major exchanges, such as metro stations, shopping centres and squares.
- If a stranger addresses you for no obvious reason, you should avoid getting into a conversation. Move away calmly and pretend not to understand the language/what the person is saying.

5.3 Crisis management

Uppsala University's crisis response organisation has been designed to support senior officials and managers in dealing with crises. Crises can vary in nature. They may affect individuals or groups, or a part of the University or the University as a whole.

Typically, a crisis is a serious incident that:

- Occurs suddenly, unexpectedly and unpredictably.
- Is beyond the control of those affected and/or Uppsala University.
- Can cause major life changes and/or human suffering.
- Is felt to pose a serious threat to an individual, group and/or organisation.
- Could undermine confidence in Uppsala University.

Incidents that may trigger a crisis include: accidents, deaths, threats and violence, damage to infrastructure, vandalism/sabotage, fires, serious work environment problems, IT incidents, brand damage or other similarly grave incidents.

Different types of crises:

Sudden: A sudden incident might be an accident, a death, a fire or damage to infrastructure, etc. The alarm is generally raised directly in connection with the incident and the situation is then by definition a crisis.

Gradual: A crisis may arise gradually due to a series of interconnected incidents. People in the organisation who are affected probably already have information about the incidents and, following an overall assessment of the course of events, a decision may be taken to convene the crisis response organisation.

Crisis of confidence: In a crisis of confidence, the University's credibility is called into question. An incident of this kind could be triggered by fraud, mismanagement of public resources, dubious decisions or cheating.

Crisis management

Crisis management at the University is based on three principles:

The principle of responsibility

This means that the person responsible for a certain activity under normal conditions continues to exercise that responsibility during a crisis.

The principle of parity

This means that as far as possible, an activity will take place in the same location and be organised in the same way during a crisis as under normal conditions.

The principle of proximity

This means that a crisis will preferably and as far as possible be dealt with where it has arisen and by the person or persons who have primary responsibility and are most directly affected.

Responsibility of managers

During a crisis, managers continue to be responsible for the activities, staff and students they are normally in charge of. They are also responsible for alerting the crisis response directors in connection with a crisis situation.

Managers are responsible for ensuring that staff and students receive information about current guidelines and routines in connection with a crisis. It is important that the manager ensures that contact lists for employees and their next of kin are available so that employees and/or their next of kin can be contacted quickly if necessary.

In certain cases the scale or nature of an incident may prompt a decision by the crisis response directors to transfer responsibility from the manager normally responsible to the crisis response organisation.

Crisis response organisation

The crisis response organisation at Uppsala University consists of the crisis response directors, crisis response support group and four crisis response teams: communications, HR, student affairs and IT. The crisis response directors lead the strategic response to the crisis. The crisis response teams carry out operational crisis management measures on the instructions of the crisis response directors. There are designated alternates for all roles in the crisis response organisation.

The crisis response directors report to the University Management, who in turn report to the University Board and the Ministry.

If crisis response teams and crisis support need coordination when dealing with complex incidents, the role of chief of staff can be activated.

The duty officer is an information reception point and an operational resource for the crisis response directors. The duty officer function is manned 24 hours a day, 365 days a year. The duty officer can be contacted via the University's emergency number +46 18 471 25 00.

Reporting lines

To ensure that the crisis response directors have access to all information from all areas affected by an incident, it is important that the crisis response directors or crisis response organisation, if activated, are informed about what has happened and what measures have been taken in accordance with the principles of proximity, parity and responsibility.

The crisis response directors, or the crisis response organisation, if activated, can only begin processing information for subsequent communication to the University Management after obtaining all information from the different crisis areas.

The University Management reports to the University Board.

5.4 Near-incidents and incident reporting

For information about near-incidents and incident reporting, see:

- <https://mp.uu.se/web/info/anstallning/stod-arbetsmiljo/arbetsmiljo-ao/tillbud>
- <https://mp.uu.se/web/info/anstallning/stod-arbetsmiljo/arbetsskada>

If a relatively large group is posted abroad or on official travel abroad, it is advisable to build up an internal organisation to manage near-incidents and incidents on the spot. Even if near-incidents and incidents are managed on the spot, they must be reported to the central organisation in line with the instructions given above.

6. After your trip

If you have been sick while abroad, it may be advisable to have a medical examination to avoid damaging consequences later in life. It is also a good idea to check all your credit card transactions.

Do not forget to share your experiences – whether positive or negative – with your colleagues and other units at the University.