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Annex to: Guidelines for business travel and meetings at SLU

Instructions for travelling abroad on business

Introduction

At SLU, staff, visiting researchers, doctoral students and others travel abroad on business. Whether the destination is inside or outside the EU, or to areas of elevated security risk, travel may jeopardise personal security or increase the risk of information loss. This document is written at a general level and intended to be used as a checklist for travel abroad.

Purpose of the instructions

- Strengthen the integration of safety and risk management into the work environment.
- Raise awareness of potential risks during missions to other countries.
- Improve procedures and preparations before, during and after a mission abroad.
- Provide support to the traveller and the line manager before, during and after the mission.

Risk categories to take into account

General: Traffic situation, high crime rate, risk of infection, major road accidents, widespread strikes.

Natural disasters: Earthquake, tsunami, volcanic eruption, glacial crevasse, sandstorm or other weather phenomena.

Geographical: Troubled area, war zone, increased risk of kidnapping or other acts of violence.

Definitions

Staff: All categories of staff, including non-employed members of staff such as doctoral grant holders, staff paid on an hourly basis, scholarship holders, etc., travelling on behalf of a department.

Head of department: Heads of department, directors of collaborative centres, university administration heads of division and heads of unit or others who have been delegated work environment responsibility.

Preparing for a business trip abroad

General preparations

WHAT	HOW	WHO
Apply for travel in good time.	<ul style="list-style-type: none"> • Authorisation from the head of department. • Approval from supervisor/project manager, if applicable. 	Staff
Book your trip.	<ul style="list-style-type: none"> • Always book travel through SLU's procured travel agency using the self-booking system on the staff web, or by contacting the travel agency. • If possible, avoid booking travel with late evening/night arrival. • Be careful about sharing information about your journey and itinerary online, for example on web pages or in social media. 	Staff
Larger groups travelling together	<ul style="list-style-type: none"> • For safety reasons, larger groups from the same division or department should preferably not travel together. • Divide the groups appropriately. • Book smaller groups separately. 	Staff and head of department

Personal preparations

WHAT	HOW	WHO
Prepare an itinerary.	<ul style="list-style-type: none"> • Describe in detail how you will be travelling and which hotel(s) you will be staying at. • Indicate who else you will be travelling with. • Provide contact details for yourself, contact persons on site and contact persons at home. • Indicate which activities/lectures/programme items you have planned, especially if they could be considered controversial. • Communicate your itinerary to your family, head of department and any contact persons at your destination. 	Staff
Update contact details of your next of kin.	<ul style="list-style-type: none"> • Check that your details in Primula self-service are correct. 	Staff
Make sure you have all the necessary travel documents in order.	<ul style="list-style-type: none"> • Contact the Division of Human Resources or Kammarkollegiet to obtain a Swedish State Business Travel Insurance Certificate. Always bring this with you when travelling outside the EU/EEA. • If you are travelling within the EU, you must obtain a European health insurance card from Försäkringskassan. • If you need an international driving licence, contact M Sverige. • Check the requirements for the validity period of your passport. If necessary, order a new passport in good time. 	Staff
Take a copy of your passport.	<ul style="list-style-type: none"> • Bring a copy of your passport and extra photos with you, and keep them separate from the passport. If you lose your passport, the copy and photos can be used to help you identify yourself and organise a new passport. 	Staff

WHAT	HOW	WHO
Make sure you have the right vaccine protection.	<ul style="list-style-type: none"> • Contact your health centre or vaccination centre for information on the vaccines needed. 	Staff
Make sure you have any medication and certificates in order.	<ul style="list-style-type: none"> • Please note that a doctor's certificate is required to bring certain medicines. 	Staff

Recommendations for accommodation

	WHAT	HOW	WHO
1	Safety standard	<ul style="list-style-type: none"> • For more information, please visit the hotel website or contact the hotel directly. Ask about • evacuation plan • fire alarm • fire extinguisher • automatic sprinkler system • Study the evacuation plan and find out where emergency exits are located. • Get into the habit of locking up valuables such as money, passports, medicines, computers in a safe. • Posting the 'do not disturb' sign and leaving the TV on can keep an intruder away. 	Staff
2	Choose your room carefully.	<ul style="list-style-type: none"> • Avoid staying on the ground floor as this can increase the risk of burglary. • Avoid staying on a floor higher than the 6th floor (this is normally as far as fire escapes can reach). 	Staff

Preparations for travelling to high-risk areas/countries outside the EU

	WHAT	HOW	WHO
1	Find out if the area you are travelling to is particularly risky.	<ul style="list-style-type: none"> • Check out the Ministry for Foreign Affairs' travel information. • Get help from colleagues or area experts. 	Staff
2	Inform your head of department if you are	<ul style="list-style-type: none"> • This should be specifically documented in the itinerary. 	Staff

	WHAT	HOW	WHO
	travelling to or through risk zones.		
3	You have a responsibility to keep in touch with your department or division while on mission.	<ul style="list-style-type: none"> • If the journey is very risky, or if there is limited access to telephony or internet, there should be a plan for continual debriefing with an appropriate colleague. 	Staff and head of department
4	Sign up for the Ministry for Foreign Affairs's 'Swedish list' (svensklistan).	<ul style="list-style-type: none"> • The data may be used by the Ministry for Foreign Affairs or the embassy to contact you in the event of a consular crisis. • www.swedenabroad.se/svensklistan 	Staff
5	Download the UD Resklar app to your phone.	<ul style="list-style-type: none"> • The UD Resklar app uses location services and push notifications to make it easier for you to keep track during your journey. The app allows you to easily access travel information, find contact details of embassies and get advice and recommendations in case of an emergency abroad. 	Staff
6	For longer stays abroad, the Swedish embassy in the country should be informed.	<ul style="list-style-type: none"> • Discuss with your head of department whether this is necessary. • Find out where the nearest Swedish embassy or consulate is located. 	Staff and head of department
7	Carry out a risk analysis when choosing accommodation during your stay.	<ul style="list-style-type: none"> • Assess security risks, health risks and crime, for example by searching for information on the internet, consulting colleagues and/or local contacts. 	Staff
8	Consider and assess the information you bring with you.	<ul style="list-style-type: none"> • Applies to both written and digital information. • Take only the information you absolutely need for your journey. • Moving information between countries may fall under export control legislation and require an authorisation. Consult the SLU export control coordinator if you are unsure. 	Staff

	WHAT	HOW	WHO
9	Consider whether you should bring safety equipment.	<ul style="list-style-type: none"> • Headlamp. In the event of a power cut, you can find emergency exits or cope more easily in the dark. • First aid kit • Travel smoke alarm. The technical protection of your accommodation may have shortcomings. 	Staff
10	Choose local partners with great care. Be aware that organisations may be perceived as part of a conflict and thus be exposed to particular threats.	<ul style="list-style-type: none"> • Contact the Ministry for Foreign Affairs and consult with colleagues and/or local contacts. 	Staff

During a business trip

General

	WHAT	HOW	WHO
1	Air travel	<ul style="list-style-type: none"> • Spend as little time as possible in the departure hall and be aware of your surroundings. • Always keep your luggage under control, from packing to check-in. • Make sure important items such as keys, mobile phone, computer, contact list are in your hand luggage and not in checked-in luggage. • Choose a bag without pockets on the outside to avoid someone putting something there. 	Staff
2	Choose your transfer from the airport carefully.	<ul style="list-style-type: none"> • Use known or recommended means of transport. • For taxi journeys, find out the cost in advance. • Never travel in a taxi with unknown passengers. 	Staff
3	Be sure to maintain confidentiality and discretion.	<ul style="list-style-type: none"> • Do not talk about confidential matters in the presence of strangers. 	Staff

	WHAT	HOW	WHO
		<ul style="list-style-type: none"> • Handle sensitive documents so that they cannot be read by unauthorised persons. 	
4	Assess the security of the accommodation and the neighbourhood .	<ul style="list-style-type: none"> • Enter yourself in the hotel registry or equivalent to ensure that you are traceable. • Study maps of the local environment so that it feels familiar. • Familiarise yourself with escape routes / safety devices etc. at the hotel. • Find out which areas are unsuitable to visit. • Dress discreetly and avoid attracting attention. 	Staff
5	Use a payment card.	<ul style="list-style-type: none"> • Memorise your code, never write it down. • Never leave your card at, for example, a restaurant. • For ATM withdrawals, take a close look at the machine before you insert your card. If something looks odd, choose a another ATM point. 	Staff

Recommendations for driving

	WHAT	HOW	WHO
1	Find out if it is appropriate to drive yourself.	<ul style="list-style-type: none"> • Check with colleagues or experts if it is more appropriate to have a driver. 	Staff
2	If you drive yourself.	<ul style="list-style-type: none"> • Find out the relevant traffic rules. • Check that the back seat is empty before getting into the car. • Do not stop for hitchhikers or 'accidents'. • Stick to major roads and always have at least half a tank of petrol. • Try to get into the habit of always driving with doors locked and windows closed. 	Staff

	WHAT	HOW	WHO
3	Car hire	<ul style="list-style-type: none"> • Use well-known car rental companies. • Choose your car based on safety aspects. 	Staff

Recommendations on how to handle computers, mobile phones and other portable digital devices

	WHAT	HOW	WHO
1	Back up your devices before travelling.	<ul style="list-style-type: none"> • In case of theft or loss, you can recover your information. 	Staff
2	Keep clear anti-theft labelling on your devices.	<ul style="list-style-type: none"> • Use for example MarkDNA. Contact the Security Unit for more information. 	Staff
3	Carry your computer in a discreet bag or backpack.	<ul style="list-style-type: none"> • Choose a bag without pockets on the outside to avoid someone putting something there. 	Staff
4	Save important documents on multiple devices.	<ul style="list-style-type: none"> • For example an encrypted USB stick or separate hard drive. 	Staff
5	Back up your phone's contact information.	<ul style="list-style-type: none"> • In the event of theft or loss, you need to be able to access your contacts by other means. 	Staff
6	Always keep a close eye on your valuables and digital devices.	<ul style="list-style-type: none"> • Expose your computer and mobile phone as little as possible in public places. 	Staff
7	Encrypt your computer's hard drive and/or important documents.	<ul style="list-style-type: none"> • Use for example BitLocker to encrypt your computer's hard drive. • For documents, the encryption in Office apps can be used. 	Staff
8	Use password-protected login.	<ul style="list-style-type: none"> • Lock both your computer and mobile phone with a PIN or password. • Set both your computer and your mobile phone to activate the screen lock when you are inactive. 	Staff
9	Use privacy filters on laptops.	<ul style="list-style-type: none"> • When handling classified or sensitive information in a public environment. 	Staff

	WHAT	HOW	WHO
10	Be restrictive about connecting to open Wi-Fi networks.	<ul style="list-style-type: none"> • For example in hotels or cafés. 	Staff

If a crisis occurs during the mission

Responsibilities of the employee

	WHAT	HOW	WHO
1	Get in touch.	<ul style="list-style-type: none"> • If possible, contact the designated person or head of department by phone. • Keep in mind the time zones if you make a call. • Inform them about what has happened, where you can be reached and how you are doing. • Maintain contact throughout the critical situation unless otherwise agreed. 	Staff
2	Contact Falck Travel Care.	<ul style="list-style-type: none"> • Falck is responsible for international assistance for those covered by the State Business Travel Insurance. See the Kammarkollegiet insurance pages. • Tel +46 8 587 717 49. • Email assistance@falcktravelcare.com 	Staff
3	Report to the police	<ul style="list-style-type: none"> • If you are a victim of a crime, contact the local police. 	Staff

Responsibilities of the head of department

	WHAT	HOW	WHO
1	Get in touch.	<ul style="list-style-type: none"> • Find out what has happened. • Assist the employee and, if possible, try to help with the most urgent matters. • Monitor the situation continually. 	Head of department
2	Inform those concerned.	<ul style="list-style-type: none"> • Inform: <ul style="list-style-type: none"> ○ next of kin ○ SLU crisis group ○ Ministry for Foreign Affairs ○ embassy, if applicable ○ insurance company 	Head of department

	WHAT	HOW	WHO
3	Contact the press officer.	Contact the Division of Communication for support and assistance in dealing with the media.	Head of department
4	Inform staff at the department/division.	<ul style="list-style-type: none"> • Ensure that staff receive relevant information directly from you. • Be prepared for the department/division to be contacted by the media. 	Head of department

Follow-up after a crisis

Responsibilities of the head of department

	WHAT	HOW	WHO
1	Follow up.	<ul style="list-style-type: none"> • Make an action plan for how you follow up on the employee's physical and mental wellbeing. 	Head of department
2	Analyse.	<ul style="list-style-type: none"> • Review what happened and see what lessons can be learned. 	Head of department
3	Inform staff at the department/division.	<ul style="list-style-type: none"> • Make sure everyone concerned gets the information and support they need. 	Head of department