

The University of California – Management of International Activities

prepared by the Office of Risk Services, January 2012

The University of California Office of the President (UCOP) has taken an integrated approach to this issue which utilizes web based risk assessment tools and workbooks. For example, we use the Program Risk Review, which assesses the entire Education Abroad Program, and the Control Structure Assessment Tool, which performs location specific risk assessments for health, security and safety in specific countries. The Office of Risk Services (OPRS), manages UCOP’s existing programs including UCTRIPS (<https://www.uctrips-insurance.org/>), Europ Assistance, iJet Intelligent Risk Services and the University’s insurer, who provide a range of travel accident insurance products.

Issue	How addressed
<p>Tracking Travel Abroad by Students, Faculty and Staff</p>	<p>The University has an elaborate network of Travel Insurance and Security Services that are provided to students (EAP and Non-EAP), staff and faculty. Program registration through UCTRIPS enables UC Risk Services and the Education Abroad Program to track the traveler and send “real time” alerts when issues surface affecting health, safety and security.</p> <p>The process of gathering foreign travel and foreign research projects from the UC campuses has been improved by using UCTRIPS to gather the traveler’s information and an Internet-based questionnaire sent to all departments by each campus’ risk management department to request information regarding research projects. By gathering this data, the University’s broker is able to provide better information to the University’s insurer to ensure adequate coverage for these risks.</p> <p>The university has established relationships for the University’s insurer, Europ Assistance and iJet Intelligent Risk Systems, to work together to ensure the health and safety of faculty, staff and students traveling abroad. The university’s global insurance provider operates in 140 countries providing medical, travel, security and personal assistance. Europ Assistance arranges for medical evacuations and repatriations. Their services include arranging for air ambulances, ground transportation and hospital admissions and pre-admissions.</p>
<p>Pre-Trip and Global Operations Planning</p>	<p>The UCTRIPS Travel Insurance Program is a web portal that captures travel information, thereby enabling the University to procure better coverage to protect the health, safety and security of our faculty, students, and staff while traveling on University business. In support of the 2005 Presidential policy on Integrated Safety and Environmental Management (“ISEM”), this initiative began in 2006 in response to the accidental drowning of five participants in a UC-sponsored marine research trip outside the US. At that time, UC had no knowledge of the trip; the organizers were unable to provide a roster of participants, trip plan or emergency contact information.</p> <p>Envisioned as a full-service, single-portal for global operations for field researchers, and faculty traveling abroad, UCTRIPS has recently deployed UC Field Operational Plan</p> <p>https://fstop.uctechnology.ucdavis.edu/servlet/guest?service=0&formId=2&enterprise=1</p>

Issue	How addressed
	<p>which generates key information on specific locations of travelers, local emergency contact information for both the traveler and their family plus a local alternative contact and emergency contact information. The Field Operational Plan also has the structure to further integrate country or region specific information such as legal, compliance, diplomatic resources and medical care.</p> <p>The Field Operational Plan of UCTRIPS is currently in various stages of implementation at all campuses, with the exception of UCLA (UCLA is reviewing the system). The program includes expanded travel assistance resources, in particular, medical evaluation and security extraction which can deploy emergency response services throughout the world at a moment's notice. The University was, for example, able to locate, provide guidance and confirm the safety of several employees and students during the 2008 hotel bombing in Mumbai, the spring 2009 flu epidemic outbreak in Mexico, and the 2010 civil unrest in Thailand.</p>
<p>Expand Education/Resources on Cultural/Legal Norms for students, faculty and staff traveling abroad</p>	<p>UCOP's assessment tools and established programs such as iJet, Europ Assistance and the University's insurer coordinate many of the important issues and provide crisis management tools for accidents or injury, public health issues, political unrest, sexual assault, detainment or arrest, crime and financial issues such as bribery (Foreign Corrupt Practices Act).</p> <p>The University's insurer, through both the foreign voluntary workers' compensation coverage and the global travel accident coverage, provides university faculty and staff with access to pre-travel risk assessments from iJet for the country where they are traveling. The global travel accident policy also extends access to students.</p> <p>The University has an agreement with iJet to (when asked) provide comprehensive, on the ground analysis of different travel spots around the world. So far, the University has used this service to evaluate locations in Israel, Mexico, Ghana, Egypt, Japan and others. It is a comprehensive security review that includes (but is not limited to) an assessment of crime, security services, civil unrest, terrorism, kidnapping, and cultural issues. Often it may include a physical inspection of the premises and/or campus where a project is located. The reviews are used to determine whether to open and/or continue operations in a particular county and/or city.</p>
<p>Risk Assessments</p>	<p>The UCOP Office of Risk Services offers several Excel-based workbooks intended to support the risk assessment process at each of the UC locations. Some of these workbooks are designed to support users of the Enterprise Risk Management Information System (ERMIS) in their assessment of risks related to activities, and others are designed to stand alone outside of ERMIS. Each of these tools has been constructed to provide insight from multiple perspectives.</p> <p>The UC Education Abroad Program (EAP) has performed risk assessments in collaboration with UC Risk Services using two of the Excel-based workbooks. Both EAP risk assessments focused on assessing risks to the health, safety and security of</p>

Issue	How addressed
	<p>students studying abroad through EAP.</p> <p>The Program Risk Review workbook was used to perform an objective-based assessment of risks affecting the entire Education Abroad Program. Using the tool, objectives were defined according to the following categories: Safety, Compliance, Operational, Reputational, Strategic and Financial. Risks were then assessed for each category according to impact, likelihood of occurrence, and control effectiveness. The workbook also enabled for each risk the identification of what the university is doing to monitor control activities.</p> <p>The Control Structure Assessment Tool is used to perform location-specific risk assessments. This workbook enables the assessment of the health, safety and security risks in a specific country. Risks are recorded and assessed with regards to impact and likelihood of occurrence. Risk mitigation activities and controls are identified and assessed for effectiveness. Changes to mitigation activities to increase effectiveness of under-controlled risks or decrease effectiveness of over-controlled risk can also recorded and their effect on residual risk assessed. An interactive graph presents risk without controls, with controls or with changes to controls.</p> <p>The Education Abroad Program workbooks are adaptable and may be used to assess risks associated with any international activity.</p>
Standardize International Contracts and Create Contract Inventory	<p>International contracts are created at the campus level and for purposes of insurance and indemnification are reviewed by campus Risk Managers. Our broker provides guidance and training to the Risk Managers on how to adhere to country-specific compliance issues and regulations. The training also focuses on the comprehensive nature of the insurance program that has been bound with the global insurance carrier and how this ensures that departments are not purchasing unnecessary duplicate coverage.</p>
Employment Outside U.S.	<p>The foreign liability insurance program was expanded to include foreign voluntary workers' compensation coverage and provides voluntary workers' compensation benefits for any scenario of UC staff or faculty while outside the USA on University business.</p>
Research Issues Outside U.S.	<p>The University's broker provides review and guidance to UC departments entering into contracts with foreign third parties. This includes outlining local insurance regulations and requirements and guidance on "standard and customary" insurance purchasing in a particular country. The University's broker provides assistance to UC researchers in obtaining local admitted coverage for clinical trials.</p>
International Asset Protection and Insurance	<p>The University's broker has implemented a foreign liability program for UC which complies with admitted insurance regulations in venues where UC has registered operational entities - Chile, Mexico, Spain, Italy, France and the U.K. UC purchases employers' liability in the UK to comply with compulsory requirements. UC also purchases a foreign liability policy which includes voluntary workers' compensation and repatriation expenses for UC faculty and staff including US nationals, third</p>

Issue	How addressed
	<p>country and local nationals. UC's property policy also extends to foreign operations.</p> <p>Campuses report new foreign activities and operations to OPRS on an ongoing basis. Additionally, for underwriting purposes OPRS annually collects information from the campuses regarding the nature of their operations, facilities, employees, vehicles, etc.</p>
Security	<p>iJet Intelligent Risk Systems provides travel intelligence and security extraction services worldwide, including assessment of operational risks, location-based threats, geopolitical fluctuations, facility security, cultural awareness, and unique business scenarios. Global threats are monitored 24/7 by 50-plus intelligence analysts and subject matter experts. Automatic notification is sent of threats to people and key assets. Coverage includes travel to foreign countries in which a travel advisory has been issued by the US State Department; in these cases, it may take longer to receive some assistance services due to possible delays caused by instability, political upheaval, unrest, airport closure, weather conditions, military actions or similar situations. No coverage is provided, however, in countries where sanctions against travel or doing business have been imposed, unless the State Department has granted specific approval.</p>

References:

The following documents available on the UC Risk Services Website provide further information about the UC Travel Program and how risks are managed with international activities:

- Risk Assessment Workbooks developed by UC Risk Services:
http://www.ucop.edu/riskmgmt/erm/risk_assessment.html
- Working Smarter - UC TRIPS Travel Insurance Program:
<http://workingsmarter.universityofcalifornia.edu/projects/travel-insurance/overview/>
- UC Education Abroad Program Insurance Coverage:
<http://www.ucop.edu/riskmgmt/uctrips/documents/eap-ata-glance.pdf>
- Student Off-Campus Travel Benefits Summary:
<http://www.ucop.edu/riskmgmt/uctrips/documents/stu-offcampus-benefit-summ.pdf>
- Student Off-Campus Travel Insurance FAQs:
<http://www.ucop.edu/riskmgmt/uctrips/documents/stu-offcampus-faq.pdf>
- Employee Business Travel Benefits Summary:
<http://www.ucop.edu/riskmgmt/uctrips/documents/emp-bus-travel-summary.pdf>
- Employee Business Travel Insurance FAQs:
<http://www.ucop.edu/riskmgmt/uctrips/documents/emp-bus-travel-faq.pdf>
- Foreign Voluntary Workers Compensation/Employers Liability Coverage:
http://www.ucop.edu/riskmgmt/wc_abroad.html
- The Regents of the University of California's Foreign Liability Policy – Frequently Asked Questions:
http://www.ucop.edu/riskmgmt/faq/documents/uc_foreignpolicyfaq.pdf
- International Activities Keeping Researchers Safe Abroad – PowerPoint by Abrams/Lloyd
http://www.universityofcalifornia.edu/compaudit/documents/presentations/abrams_lloyd.ppt