



Couple of takeaways

- International travel presents different hazards and risks that require an assessment of local intelligence and alerts to manage.
- This procedure guides Hydro Tasmania group (Hydro) employees to plan, risk assess and approve the risks associated with international travel.
- Employees use the procedure to assess risk via a safe Work Method Statement (SWMS) and Incident Response Plan (IRP). Managers review and approve these documents and support actioning emergency plans.
- Our service provider - PACE First - is key in preparing for international travel safely. They can be contacted on +61 2 8016 9212 for advice in assessing and managing risk.



What is this procedure for?

This procedure manages the risks associated with international travel. International travel presents a number of risks such as:

- Poor access to timely emergency assistance,
- Poor access to emergency or other communications,
- Exposure to Pandemics/COVID-19, health and disease risks,
- Exposure to petty crime, violence, civil unrest, home invasion, carjacking,
- Exposure to natural disasters and environmental risks, and
- Work related stress and fatigue.

This procedure is to be used by **all employees** who intend to travel internationally. The costs associated with travel risk assessment, advice, emergency response and communications equipment (mobiles, satellite phones etc.) and any maintenance and calibration is the responsibility of **each business unit**. The emergency aspects of this procedure are managed and maintained by the **Enterprise Risk Team** and the remainder by the **WHS Team**.



How do we plan for international travel?

Due to the wide variety of circumstances and risks Hydro Tasmania group employees may face during international travel, a risk-based approach must be adopted. The purpose of this approach is to identify the hazards and risks associated with the travel and put in place relevant and appropriate controls.

The **traveller** will identify relevant hazards and risks and record their risk assessment findings on a SWMS document. The SWMS template is pre-populated and editable to allow more or less controls to be added to manage risk adequately. The SWMS is then submitted for approval, if the travel risk rating requires.

To do this, follow these steps to complete an International Travel SWMS and submit for approval:

1. Start the travel SAP application process. Instructions are provided on the Travel Intranet page.
2. Download and Attach **Country Risk Report** @ <https://hydrotas.riskline.com> (Hold CTRL + Click the link - includes access code). Select the country from the display of maps and then download report at the top right.

3. Using this information in this report, complete an **International Travel Safe Work Method Statement (SWMS)** and, if required, **Incident Response Plan (IRP)** (Tab two of the SWMS)
4. Complete **International Travel Checklist** – Appendix 1 of this document
5. Submit for **Approval** based upon residual risk rating. Complete the SAP travel approval process.

A SWMS requires approval based on the residual risk rating as set out below:

Residual Risk	Approvals	Notify
Low and Moderate	L1 Manager	N/A
High	L1 Manager	CEO
Extreme	Do NOT Proceed – Notify Supervisor / Manager	

Examples of controls include:

Elimination

Eliminating the need to travel internationally – for instance, working via online meetings or organising activities to be performed by contractors based at the international location.

Substitution

Relocating the work to an area with a lower residual risk.

Rescheduling work to occur when residual travel risks are reduced.

Isolation

Ensuring plans include accommodation, safe-haven, medical and emergency locations are near project work sites to limit risk exposure / opportunity for incident to occur.

Engineering

Ensuring reliable communication systems (mobile, satellite)

PACE Guardian app

Distress beacons

Vehicle tracking systems

Ensuring suitable accommodation security systems.

Administration

Completing International Travel SWMS, Incident Response Plans (IRP), including personal emergency details (i.e. allergies, pre-existing medical histories, emergency contact details, proof-of-life), welfare check-in schedules, fatigue and fitness for work assessments, training, information and instruction, and/or providing phone coverage maps, private security for out of hours work, local driver or driver training, vehicle maintenance and equipment.

Personal Protective Equipment (PPE)

Ensuring correct PPE is available to support international travel, including items to minimise pandemic/COVID-19 risk and adequate clothing for the expected weather conditions.

A detailed list of risks and controls are found on Tab one of the International Travel SWMS.

What standards apply?

Our approved controls follow guidelines set-out in ISO 31030:2021 - Travel Risk Management.



What information and training is required?

Managers and supervisors must ensure that workers involved in international travel are provided with information and training relevant to the risk of travel. The traveller must also have access to a feed of relevant notifications and alerts to ensure they are prepared and knowledgeable of the developing risks associated with the work. This information may include, but is not limited to:

- PACE Guardian app training via PACE First
- Pandemic/COVID-19 risk, infection and travel information via PACE
- Country Risk Reports with recent risk alerts via PACE
- Known hazards related to the task or location
- Using the communication system
- Fatigue management controls
- First aid training
- Training in relevant incident response and evacuation requirements, and
- Niche training such as off-road vehicle use.

Workers must be trained and competent in the work activity which is being undertaken during international travel and may require an additional task-specific SWMS to determine suitable additional controls.



How do we manage emergencies or incidents?

Emergency response considerations are incorporated into the planning phase of international travel, and actionable response details are captured on the SWMS Tab two - IRP.

Emergencies or incidents related to international travel shall be raised via the method of communication selected during the risk assessment and control process. Once notification is received that a traveller is in distress and requires assistance, decision-making is guided by the following priorities (in order):

- Engage PACE First (+61 2 8016 9212 or via the PACE Guardian App) and follow Hydro Tasmania Group's emergency management procedures in relation to escalations and communications.
- Emergency escalations may also occur due to missing a scheduled check-in. PACE First emergency operations centre and/or Hydro Authorised Person will manage by:
 - Recording the time that the call-in failure occurred,
 - Attempting to contact the person or other members of the party,
 - Checking last-known-location via PACE Guardian or itinerary tracking,
 - Attempting to re-establish contact at 5-minute intervals,
 - If contact is not made within 30 minutes (or pre-established timeline), escalate via the IRP.

INTERNATIONAL EMERGENCY EVENT RESPONSE

During international travel some local events or escalations may require changes to normal working conditions or call for urgent evacuation. Once notification is received that an international traveller is in a location with an increased safety, security or medical risk, decision-making is guided by the following priorities:

Working Condition	Requirements / Actions	Escalations / Triggers
Normal Operations	<ul style="list-style-type: none"> - International Travel SWMS (SWMSs most travel, IRPs are used for High-Risk Travel) - Travel risk & emergency equipment, and - Incident Response Plan (IRP) 	<ul style="list-style-type: none"> - Developing disease, - Anticipated/actual civil unrest; or - Potential threat to traveller
Drawdown	<ul style="list-style-type: none"> - Notify PACE First of situation, - Restricted movement, - Increased local security, and - Prepare / update Incident Response Plan (IRP) 	<ul style="list-style-type: none"> - Widespread disease, - Sustained civil unrest, interests or accommodation targeted; or - Legitimate threat to traveller
Hold-in-Place	<ul style="list-style-type: none"> - Consolidate travellers in secure location, - Increased security, - Consider complete evacuation or move to safe location, and - Prepare / update Incident Response Plan (IRP) 	<ul style="list-style-type: none"> - Mass indiscriminate violence, - Uncontrolled disease outbreak, - Foreigners targeted, or - Credible threats against travellers

Evacuation	- Follow Incident Response Plan (IRP) for urgent evacuation	- As determined by Hydro management
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EVACUATION RESPONSE (NON-INSURED)

In the rare event that our insurer finds a travel claim to be an un-insured event due to recently escalated risk of a country's Covid infection rates, our travel service provider PACE has a memorandum of understanding to ensure Hydro has no gaps in the response or assistance that will be provided.

In the event of a non-insured emergency evacuation, Hydro management and PACE First will work to coordinate – following the actionable response details are captured on the IRP and ensuring the following:

1. Advise Hydro's Executive General Manager of Finance and Strategy of the required emergency evacuation as approval will be required prior to any evacuation by PACE First.
2. Form appropriate management team and "don't F.A.L.L. into crisis"
 - FACTS: Gather critical information,
 - ASSIST: Provide immediate assistance to traveller,
 - LEVEL: Determine the Emergency Event rating, and
 - LOG: Develop a course of action, implement and record.
3. Capture information, consider broader impacts and issues; and conduct internal administrative action.
4. Assess the situation and ensure adequate allocation of appropriate emergency management responsibilities, and aids in rapid resolution.

Appendix 1 – Preparation Checklist

Traveller

- Start the travel SAP application process. Instructions are provided on the Travel Intranet page.
- Download (via button at top right of screen) and Attach **Country Risk Report** @ <https://hydrotas.riskline.com> (Hold CTRL + Click the link – includes access code)
 - Select Country via hyperlink above.
 - Record Overall Country Risk on SWMS.
 - Review risks and consider searching alerts for proposed work locations.
 - Download Country Risk Report and attach to travel approval requests.

Y Complete **International Travel Safe Work Method Statements** (SWMS)

- Apply risk controls to obtain overall residual travel risk rating.
- If residual travel risk is High, complete Incident Response Plan (IRP).

Y Complete **Incident Response Plan** (IRP) if the residual risk remains high or traveling to remote areas – SWMS Page 2.

Y Complete this **Traveller Preparation Checklist**.

Y Submit for **Approvals** based upon residual risk rating and complete SAP travel approval process. Highlight any required training to be completed prior to travel. Any training specified in the WHS Course Training Matrix.

L1 Manager

Y Review **International Travel Safe Work Method Statements** (SWMS)

- Ensure you agree with controls and residual travel risk rating applied.
- If residual travel risk is High, review Incident Response Plan (IRP).

Y Review **Incident Response Plan** (IRP) – SWMS Page 2

- Ensure you agree that actionable response and emergency details captured are adequate.

Y Review the attached complete **Country Risk Report**, or visit

<https://hydrotas.riskline.com> (Hold CTRL + Click the link – includes access code)

for more detail, review recent alerts, search locations specific to proposed travel.

Y Confirm **Approvals** based upon the SWMS and IRP documentation provided.