

Travel Management & Operations

DSO Briefing

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Travel Projects – Autumn 2022

1. **Travel Management and Operations** – safeguarding travel and working away; tendering the TMC contract for the University
2. **Global Mobility Policy** – review of existing policy and procedures for longer term working overseas
3. **International Support Service** – implementing the principles of managing risks of international engagement

Co-ordination of Travel Operations

- **Internal audit of Travel Safety & Global Mobility – Deloitte’s March 2022:**
 - There is no single policy or team responsible [for TS and GM] and as a result there is a lack of clear ownership and working in silos.
 - Compliance remains a challenge, as Departments perceive some requirements to be prohibitively costly or unnecessarily bureaucratic, particularly for domestic travel.
 - Forms are completed manually, including risk assessments, and there is no complete and accurate central record of both staff working overseas and student travel.
- **Consultation on Sustainable Business Travel Policy – October 2021:**
 - Consolidation of travel policies and recommendation for a working group
 - Helpdesk Operations asked to lead on Travel co-ordination and joining up exercise

Travel Process Review

- Two workshop sessions to create process maps of the current arrangements
- Participants from Professional Services – Safety, Insurance, Environmental Sustainability, Procurement, Tax, HR, International Partnerships, CRUK
- Academic Focus Group linked to TMC tendering exercise – seeking feedback on current processes and ideas for how it should change
- Aiming to create a **service**, which starts with what users want (and incorporates what professional advisers believe they need)

One-stop-shop – Portal and Helpdesk

1. **INFORMATION HUB** – fullest understanding possible of all University requirements, walk travellers through what they need to do for their trip, answer queries from students, staff, academics, travellers, managers, supervisors.
2. **PLANNING AND APPROVALS** – Support extended SARAC process, co-ordinate liaison between traveller and SARAC, case work supporting complex plans.
3. **DATA AND SURVEILLANCE** – complete view of all pre-travel risk assessments, insurance registrations, bookings, tracking travellers in real-time, routine contacting of staff and students while away
4. **EMERGENCY RESPONSE** – contact travellers in a major incident (invasion, ash cloud, hurricane, terrorist attack). Run contingency/incident protocol, liaise with Silver Team

Workstreams

1. **Pre-travel risk assessment** – Peregrine Foresight software to replace paper-based system in LT 2023
2. **Travel Management Company** – re-tendering exercise for new provider imminent
3. **Information and support to travellers** – developing new hub/portal (Sharepoint site) and training matrix for Helpdesk staff
4. **Training for travellers and users** – general trip planning, use of Foresight, Healix app, and signposting to portal and Helpdesk
5. **Governance** – overarching Travel policy development, where does responsibility for travel safety lie?
6. **Tracking and reporting** – data, reports and emergency protocols
7. **Communication and engagement** – will need to be a wide and deep campaign over several months

Peregrine Foresight #1

- Travel Risk Management software platform
- Will convert the existing process to an electronic exercise: [Risk Assessment Process | Safeguarding Work Away \(cam.ac.uk\)](#)
- Dynamic question sets with safety advice and mitigations suggested as the user goes along
- Sends completed low and medium risk assessments to a departmental Approver in workflow – this will be HoD or delegate as now.
- Completed risk assessments can be viewed by Helpdesk and Safety Office teams – High Risk student travel will be referred to SARAC
- Should make process much easier for departments – no need to create your own system

Peregrine Foresight #2

- Completing due diligence activities with UIS
- Hope to finalise and execute contract before Christmas
- Implementation group to set up the new system and organise roll-out
- Pilot departments – including Engineering (others TBC)
- Training, demos and communications around the new system
- Can we have your help promoting the new system and explaining the benefits?

Communicable Diseases

- COVID Helpdesk still available to answer queries about COVID or other respiratory, and communicable diseases.
- Can provide guidance to individual members of staff or students.
- Retain responsibility for Outbreak Management Plan for incidents of notifiable diseases – chiefly when occurring in Colleges and student accommodation.
- Key guidance from Safety Office is: [Communicable Diseases \(Inc Coronavirus - COVID-19\) | Safety Office \(cam.ac.uk\)](#) – about maintaining a healthy workplace
- Ventilation, vaccination and good hand hygiene.
- Individual risk assessments for those with increased vulnerability to respiratory infection.

More questions?

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