

Emergency Protocol for Students on Study Exchanges and Work Placements

This document sets out the protocol for students and staff to follow in the case of an emergency involving Loughborough University students whilst they are undertaking study exchanges or work placements in the United Kingdom and abroad.

For the purpose of this protocol, an emergency is defined as:

- civil unrest;
- global pandemic;
- natural disasters;
- political instability;
- terrorism;
- victim of serious crime.

The objectives of the protocol are as follows:

- to ensure that the students are safe and well;
- to ascertain whether any assistance is required;
- to explore whether the students need to be withdrawn from the affected location/country;
- to check whether any action needs to be taken in respect of any other students in the affected location/country.

1. Responsibilities of the Student

Prior to starting their study exchange or work placement, students are required to complete a Risk Assessment Form.

Students, who will be studying or working outside the UK, must register on the Drum Cussac website (www.drum-cussac.net) in order to check the travel advice and security information for, and identify the risk level in, their chosen locations/countries.

In conjunction with the above, students are advised to download the GlobalRiskManager app from the Drum Cussac website so that they can continue to receive up-to-date travel and emergency advice whilst they are away. Please note that students, who will be working in the UK, may also register on the Drum Cussac website and download the app.

During their study exchanges and work placements, all students should ensure that they check their University email addresses on a regular basis. It is also recommended that they keep in contact with their respective School/Departmental Placements Officer and make them aware of any problems or difficulties as soon as they arise.

If students are involved in, or affected by, an emergency in their host institution/organisation, location or country, the following actions should be taken:

For emergencies during 'office hours', students should contact the University's Institutional Exchange Co-ordinator or the Work and Opportunities Manager at the earliest opportunity. The contact details are as follows:

Study Exchanges	Work Placements
Julie Hibbert Institutional Exchange Co-ordinator Tel: +44 (0)1509 222237 Email: J.A.Hibbert@lboro.ac.uk	Chris Cole Work and Opportunities Manager Tel: +44 (0)1509 222316 Email: theplace@lboro.ac.uk

For emergencies occurring 'out of hours', students should contact the University's Security Office at the earliest opportunity. The contact details are as follows:

Security Control Room
Tel: +44 (0)1509 222141
Email: gatehouse@lboro.ac.uk

2. Responsibilities of the Universityⁱ

To view this section, you will need to click on the link below:

[Emergency Protocol V14 - For Staff Only](#)

3. Medical and Non-Medical Emergencies in the United Kingdom

For medical and non-medical emergencies in the United Kingdom which require assistance from the Police, Ambulance Service, Fire Brigade or Coast Guard, students are advised to dial 999. This service is operated 24 hours a day and facilitates the routing of the call to the appropriate emergency service.

4. Medical Emergencies Outside the United Kingdom

In the event of a medical emergency (ie major ailments, serious injuries or hospitalisation), students are advised to contact Global Response, quoting Loughborough University and reference **UMAL/T092**. This is a service operated by multi-lingual co-ordinators who can be contacted 24 hours a day, 365 days a year. The contact details are as follows:

Tel: +44 (0)2920 662425
Email: UMAL@global-response.co.uk

Students must contact Global Response before incurring any substantial medical expenses or being admitted as an in-patient at any hospital, clinic or nursing home.

Further details about medical assistance are provided in the University's Travel Cover Summary, a copy of which is made available to all students prior to departure.

5. Non-Medical Emergencies Outside the United Kingdom

In the event of a non-medical emergency, students can seek security advice and support from Global Response by quoting Loughborough University and reference **UMAL/T092**. This is a service operated by multi-lingual co-ordinators who can be contacted 24 hours a day, 365 days a year. The contact details are as follows:

Tel: +44 (0)2920 662425
Email: UMAL@global-response.co.uk

Further details about non-medical assistance are provided in the University's Travel Cover Summary, a copy of which is made available to all students prior to departure.

6. Information and Advice Following Emergencies in Particular Locations/Countries

In accordance with Section (1) of this document, students should inform the University at the earliest opportunity if they are involved in, or affected by, an emergency. In addition, they are advised to contact their families as soon as possible and to seek advice and information from their host institution/organisation.

The Institutional Exchange Co-ordinator or the Work and Opportunities Manager will follow up with students remaining in any affected locations/countries in order to monitor their mental and physical wellbeing and re-assess the risks at regular intervals. Travel advice and any other relevant information will be circulated to those affected. However, as indicated in Section (1), it is recommended that students download, and register on, the Drum Cussac GlobalRiskManager app so that they can receive up-to-date security alerts for their chosen destination.

Depending on the severity and duration of the emergency, the Institutional Exchange Co-ordinator or the Work and Opportunities Manager might need to consider what guidance and advice should be given to any students who are planning to study in the affected location/country in the following semester or academic year.

7. Additional Contact Information

If students require consular assistance, it is recommended that they contact the Foreign, Commonwealth and Development Office (FCDO) as shown below:

King Charles Street
London
SW1A 2AH
Tel: +44 (0)20 7008 1500

Contact details for all British embassies, high commissions and consulates can be found at www.gov.uk/world/embassies.

ⁱ Please note that the University does not have the resources to provide 24-hour support, therefore these procedures have been put in place in order to provide guidance to students in the event of an emergency situation.