

Core Service Offering

- **Medical Assistance** including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- **Travel Assistance** including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.
- **Security Assistance** including a crisis hotline and on the ground security assistance to help address safety concerns or to secure immediate assistance while traveling as well as access to a secure, web-based system for tracking global threats and health or location based risk intelligence.
- **Personal Assistance** including pre-trip medical referral information and while you are on a trip: emergency medication, embassy and consular information, lost document assistance, emergency message transmission, emergency cash advance, emergency referral to a lawyer, translator or interpreter access, medical benefits verification and medical claims assistance.

UNIVERSITY OF CALIFORNIA

1/16/2013 | 4

University of California- Travel Risk Management

- Reviews predictive intelligence
- Tracks traveling students, faculty and staff
- Locates and communicates with those affected by intelligence alerts
- Provides online training to travelers prior to trips
- Works with travel and medical assistance provider networks in case of emergency

UNIVERSITY OF CALIFORNIA

1/16/2013 | 5

James Buck- 2008



"My tenure at UC Berkeley as a journalism and Middle Eastern studies graduate student has been defined by one word – arrested.

<http://www.pbs.org/frontlineworld/blog/2008/04/egypt.html>

That's the text I fired off to Twitter when my translator and I were detained by Egyptian security forces in April 2008. I was in the city of Mahalla working on my thesis when some of the largest anti-government riots in the last 30 years broke out. I was using Twitter to find breaking stories but it ended up being my rescue tool. In less than a minute my colleagues began working to free us. And that's when Risk Services got involved. Being detained in a foreign country is often a precarious situation that can take days, weeks or months to sort through - and in Egypt, many have been known to simply disappear. Thanks to Risk Services's travel insurance program, I was out in just under 24 hours. They contacted a lawyer, who arrived the next day to arrange for my release and who later also advocated on the behalf of my translator. With his help I walked out a free man.

UNIVERSITY OF CALIFORNIA

1/16/2013 | 6

James Buck- 2008



"Before leaving for Egypt, filing for the Risk Services travel insurance felt like inconvenient paperwork, but it proved invaluable. This is one of the most undervalued programs at the University of California. It allows people associated with the university to conduct research internationally despite high levels of risk. Essentially, it provides a safety net to conduct projects that might otherwise seem out of reach. It's not just about preventing loss and limiting liability - they actually make it possible for us to literally get out there in the world."

UNIVERSITY OF CALIFORNIA

1/16/2013 | 7

Honduras Coup – June 2009

Grace & Cheryl,

Got a phone call from Rosemary Joyce, a professor associated with a program down in Honduras. She came back from Honduras yesterday but apparently there are still five (5) students down in Honduras. They were suppose to fly out today or tomorrow. They are located in San Pedro (northeastern part of the country) and she gave them good advice on which hotels to stay in etc. and they are briefed on the hotline number to call. They were well aware of the political tensions surrounding the potential referendum today, which did not materialize. She has tried to get in touch with the students in response to the incident earlier today in the capital city when the military forcefully removed the president from office. (I am attaching a copy of our latest alert below for you information.) Power and communication infrastructure has been taken down and will likely remain disrupted and as such getting in touch with the students may be difficult. She is going to send us an email with all the names / contact information of the students as well as her contact information. Once we have the contact information we will try from our side as well to reach them.

Fortunately, they are all in San Pedro Sula and not in the capital city, which is more than likely where any major civil unrest will take place. As of this moment the international airport in the capital city, Tegucigalpa, remains operational and we had other clients who flew a number of students out via commercial flights no hazzle. We have no indication that airport operations in San Pedro Sula are affected and UC students should have been / should be able to fly out today / tomorrow.

I asked Rosemary if she has already reached out to the UC Risk Office - No she has not since she has been working hard to try and get hold of the students. We will work with her / you in the coming hours to help get in touch with the students and if the situation should deteriorate significantly we will make sure we inform you accordingly and if the students are still in the country at that point we can then work through options and alternatives.

Feel free to call / any questions. Regards,

Johan G. Selle
Director of Operations

UNIVERSITY OF CALIFORNIA

1/16/2013 | 8

Thailand- 2009



UNIVERSITY OF CALIFORNIA

1

Thailand- 2009



UNIVERSITY OF CALIFORNIA

Egypt – January 2011



- In late January, when Cairo erupted into chaos, the University of California was faced with rounding up many undergraduate students from their host homes, providing safe haven and safe transport out of the country. In addition, the Egyptian military suddenly evicted a University team of archaeologists from a site they had manned for over 30 years.

UNIVERSITY OF CALIFORNIA

The Proposed Plan

Ground Transportation – unlike other Universities who had students housed at University of Cairo, UC students were housed in host homes. Arrangements had to be made to provide meeting places and/or direct pick-up of individual students.

Security also had to be arranged using a local security company. They allocated a security professional to each one of the four primary neighborhoods (Dokki, Ramses, Zamalek and Maadi) to meet up with transportation service to ensure the students would get safely to the staging point

Charter Air Service – Through the security provider, A B-737 jet was chartered to fly from Cairo to Barcelona, Spain on the afternoon of Feb. 1, 2011. The security provider arranged for transportation from the staging area (a J.W. Marriott) to the airport. Upon arrival in Barcelona, students would be picked up at the airport and taken to a hotel.

Of concern, were the 11 UCLA archeologists students fondly referred to as "Diggers from the South". They were driving up from their dig and with curfew and limited to cell service, there was some question about their ability to make it to Cairo in time for the charter.

UNIVERSITY OF CALIFORNIA

1/16/2013 | 12

The Proposed Plan- Continued

Contacts / Coordination:
The security provider had a local agent in Maadi, Cairo. She moved along with the students to the staging area from where she coordinated the presence of all the students and ensured their safety. She was supported by several U.S. operatives of the security provider from their Operations Center in Annapolis, Maryland. There was continual communication with the students, researchers, the ground transportation and security service providers. In addition status updates were pushed out to UC Risk Management, the insurance carrier and travel assistance provider every 2 hours.

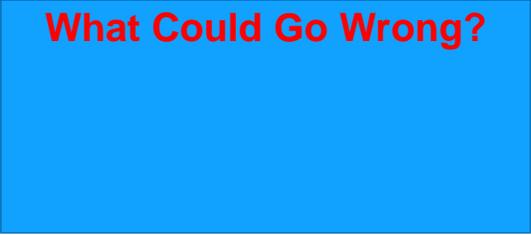
UNIVERSITY OF CALIFORNIA 1/16/2013 | 13

Maldives Project- 2012

- ITAR Equipment - UAV
- Foreign Nationals Participating
- ITAR Licensing
- Video Taping of activities

UNIVERSITY OF CALIFORNIA 1/16/2013 | 14

Maldives Project- 2012



UNIVERSITY OF CALIFORNIA 1/16/2013 | 15

Travel Security



- Some concern regarding those who booked through Connexus and those that did not

CONNEXUS
The University of California Travel Program

UNIVERSITY OF CALIFORNIA 1/16/2013 | 19

Office of Security Review

Needed to seek Department of Defense/OSR release of video of defense article.



UNIVERSITY OF CALIFORNIA 1/16/2013 | 20

Other International Research Concerns

UNIVERSITY OF CALIFORNIA 1/16/2013 | 21

Take-away Toolkit

UC Trips



UC Trip Planner



UNIVERSITY OF CALIFORNIA 1/16/2013 | 22

Questions or Comments?

Contact Information

Cheryl Lloyd
ERM DEPUTY & DIRECTOR –LIABILITY PROGRAMS
Department: Risk Services
Address: 1111 Franklin St., 10th Flr. Office: 10408
Cheryl.lloyd@ucop.edu
Phone: (510)987-9289

Brian Warshawsky
Office of Ethics, Compliance and Audit Services
University of California, Office of the President
brian_warshawsky@ucop.edu
510-987-0413

UNIVERSITY OF CALIFORNIA
