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# Risk Management and Emergency Response Plan

**The Global Student**

Malaysia 2021 - 2022

This document should be used as a guide and in collaboration with University Crisis Management documents.

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## Risk Management & Emergency Response Plan

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## 1.0 PURPOSE OF PLAN

This plan has been developed to minimise the risk associated with and best respond to any crisis situation for all The Global Student (TGS) Programs.

TGS also acknowledge that while TGS are involved in the development of the off-shore study program, the students attending TGS developed programs are ultimately enrolled in an Australian University. As such the University's own risk management plans and associated documents need to be closely considered.

Specifically, this plan outlines exactly what TGS will do in the event of:

### Major Crises

- Natural Disasters eg earthquake, flood, tsunami, typhoon
- Acts of Terrorism
- War or Political Emergencies
- Global Pandemic

### Individual Crises

- Life threatening accidents or virus infectious diseases and illnesses
- Crimes against a student/staff member
- Physical assault or severe verbal or psychological aggression
- Arrest of a student/staff member
- Death of a student/staff member
- Missing student /staff member
- Student witnessing a serious accident or incidence of violence

Where students are participating in a program with an accompanying academic, that person or PROGRAM LEADER has responsibility for the students, and the University's own Crisis Management Plan takes precedence.

Where the students are undertaking a program without an accompanying academic, or the academic is affected by the crisis and injured or deceased, THE GLOBAL STUDENT, and in particular the Company Director, will manage the Crisis Response according to this plan.

## 2.0 TGS CRISIS MANAGEMENT TEAM

The Global Student Crisis Management Team includes persons who will be able to make decisions that are best for the health and safety of the program participants, and can provide translation in an emergency. In a crisis situation, all members will be notified and must be able to be communicated with until such time as the crisis has ended.

### 2.1 TGS 24 hour emergency numbers

TGS hotline +0178772808  
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### 2.2 Members of the TGS Crisis Management Team

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Contact details for other TGS Site Coordinators will be provided to all program participants as part of their pre-departure guide. This information is provided to participants 4-6 weeks prior to departure, and in line with university pre-departure programs. The Site Coordinators for Kuala Lumpur based programs are Jan Drew and Internship manager by default.

### **2.3 Emergencies – Definition**

An emergency is any situation where a program participant's health and safety could be, or has been, compromised. This includes

- medical emergencies and hospitalization
- crime incidents
- sexual assault
- natural disasters
- missing persons
- political upheaval
- death
- pandemic
- or events of a similar nature.

TGS is committed to offering the necessary resources to its staff, program participants, and university staff as they relate to in-country emergency contacts and support services, country-specific information, and additional web resources. Prior to departure program participants will be provided pre-departure information and emergency contacts together with program details, health & safety issues, transportation, and accommodation.

Prior to departure TGS will usually participate in a skype session or teleconference with program participants and their leader.

### **2.4 Perceived Emergencies – Definition**

Sometimes an event occurs that is interpreted by a student or parent to be an emergency when it is not, in fact, an emergency; This is what is called a "perceived emergency.

Several examples of a perceived emergency would be:

1. A parent continues to call because their son or daughter has not contacted them on arrival to confirm they have landed safely. The parent is concerned that they are missing or worse.
2. A student's electricity is temporarily out in their accommodation;
3. A student's credit card is not working;
4. A student's wallet, laptop etc; has been stolen or pick-pocketed.

In a perceived emergency circumstance, the trained TGS Site Coordinator will make a decision on the seriousness of the matter (based on their training, experience and TGS guidelines found in this document) and respond appropriately.

### **2.5 Emergency response**

Most safety and emergency response is common sense, however, it helps to have a plan in place for unfortunate or stressful events. These guidelines are set to protect the safety and wellbeing of all TGS program participants as well as protect TGS as it relates to proper emergency response. In the case of an emergency, TGS staff (specifically the TGS Site Coordinator and / or the TGS Crisis Management Team) will generally follow the guidelines below.

- **Identify the problem(s) and accurately assess the situation**  
TGS will utilise student firsthand accounts, the local Australian Embassy or consulate, local authorities etc. as resources to identify the issue and accurately assess the situation. TGS will not respond based on rumours. All information is verified with more than one source (if available).

- **Ensure the safety of the participant/s and respond**  
If a legitimate concern has been identified, TGS will first ensure the safety of all program participants. Are they in a safe location? Do they need medical attention? Do they need counselling?
- **Contact the appropriate local authorities.**  
In an emergency situation these could include - ambulance, police, fire department, counselling services, Australian Embassy, etc.
- **Contact the TGS Crisis Management Team (if Site Director has control)**  
If CMT has been notified, they may respond by contacting the Australian University and other appropriate organisations.
- **Document the situation.**  
After the situation is deemed under control or resolved, TGS will document the incident and send a copy to the program participant/s or their tour leader.

### 3.0 PREPARATION AND PLANNING

To minimise and manage the risk associated with all programs, TGS prepare all program participants with advice for health and safety relevant to their particular site. Advice is provided electronically, in writing, via pre-departure programs, the student portal, FB pages where applicable and again during orientation in country. Program participants are all advised to register with the Department of Foreign Affairs and Trade (DFAT) Smart Traveler website.

#### 3.1 Pre-departure

As part of their pre-departure preparations, TGS provide local health and safety issues to the tour leader in print, through meeting with the group on campus or by teleconference, and by posting on the particular group's FB page. Program participants are provided with:

- Details of the TGS hotline
- Contact Details for the TGS team
- Contact details for TGS Site Coordinator (where applicable)
- Local in-country Emergency Response Numbers i.e. Police, Fire, Ambulance
- Location of the nearest hospital/medical support

#### 3.2 Travel Insurance

Most universities will have their own travel insurance policies in place; however, a student must thoroughly look into the policy to ensure that it is applicable to their needs. It is recommended that a student's travel insurance policy consists of the following:

- Unlimited Medical Expenses
- Emergency repatriation in case of covid infection, injury or of remains
- Liability coverage up to \$2.5 Million
- Travel coverage covering delayed flights, lost luggage, up to a minimum of \$10,000
- A range of travel insurers will also cover electronic goods such as cameras and laptops at the student's discretion.
- Pandemic response support

#### 3.3 Medical Vaccinations

To find out more about medical vaccinations or concerns for certain regions of the world, visit;

- The Center for Disease Control and Prevention: <http://www.cdc.gov/>
- World Health Organization: <http://www.who.int/en/>
- Smartraveller: <http://www.smartraveller.gov.au/>
- Malaysian Government Ministry of Health <https://covid-19.moh.gov.my>

### **3.4 On-site Orientation**

During orientation in country, TGS will again highlight local health and safety issues, and procedures should an emergency situation arise. This includes emergency evacuation and meeting points.

### **3.5 Communication with TGS Site Coordinator and / or Program Leader**

- a) Program participants are advised to inform the TGS Site Coordinator and / or Program Leader if they plan to travel away from the program location for any unscheduled period while undertaking the program. They should provide a detailed itinerary of their travel plans, or at least their accommodation details and contact phone number.
- b) It should be stressed that if any program participant is reported missing, and whereabouts determined as unknown, a missing person's report may be filed with the local authorities (see Missing Student section).

### **3.6 Communication with Media**

- a) In all cases, only the Director of TGS, or a person specifically designated by the Director with approved written communications, will communicate with the media. Under no circumstances is any other member of TGS staff to talk with members of the media.
- b) The TGS Site Coordinator and / or Program Leader will not make any comments to the media without the express permission of the TGS Crisis Management Team (TGS Director)
- c) This process will ensure that no false, misleading or incriminating information will be given to the media in the excitement / confusion of the moment or event.

## **4.0 MAJOR CRISES – Natural disaster, terrorism, war, political emergencies or global pandemic**

For any major crisis the following will be considered and reported to the TGS Crisis Management Team on in this specific order:

- The health and safety of program participants
- The geographic proximity of the program participants and their program to the crisis
- The impact of the crisis and the quality of life (availability of food, potable water, medical supplies, the protection of law and order).
- The target of or basis to the unrest (and if the crisis is politically related)
- The intensity of police and / or military presence in the area of the program
- The continuance of the program

This information will in turn be communicated to the University in Australia by the Program Leader or TGS Director.

### **4.1 In-country Crisis Assessment and Response**

*Note: see also TGS Pandemic preparedness and response document (addendum A)*

The following are listed in order of importance and TGS will act on accordingly in any crises situation:

- Account for health and safety of program participants
- Determine the scope of the crisis by liaising with local authorities
- Determine the practicality of the continuance of the program

#### **a) Account for health and safety of program participants**

TGS will contact and account for all program participants, where they will be advised to remain where they are if safe to do so, while the situation is being assessed. If safe to do so,

participants will be advised to return to their accommodation or some other designated safe haven.

If a participant is not in a safe location, they will be assisted to leave that location, while ensuring no TGS staff or site directors, or other program participants will be endangered in doing so.

Those unaccounted for will require a search based on their last movements, using all means possible, including local in-country emergency response services.

Should a program participant not be found, see Missing Participant under "Individual Crises". For those with injuries –see Life Threatening Accidents or Illnesses under "Individual Crises"

#### **b) Determine the scope of the crisis by liaising with local authorities**

TGS will contact the local Australian Embassy, local authorities (police, fire, military), local government, and/or International Red Cross or other disaster agencies as appropriate. TGS will decide if the proximity of the disaster is an ongoing danger to program participants, and will determine if there are any quality of life issues (availability of food, potable water, medical supplies, the protection of law and order) and make an assessment on whether the location is suitable for program participants to remain in the area.

Should it be declared unsafe or unsuitable, TGS will execute the Evacuation Plan (see 4.6) and move program participants to a safe place or prepare for emergency repatriation.

#### **c) Determine the practicality of the continuance of the program**

Utilising the information collected from above listed sources and considering the scope of the crisis, TGS will formulate a position on whether to continue, suspend or cancel the program. This will be undertaken in conjunction with the Tour Leader and communication with the University in Australia with an agreed position taken by all parties.

### **4.2 TGS and the University Crisis Response Team (UCRT)**

The following are listed in order of importance and protocol and should be taken care of in this order by the Program Leader (or TGS Director should the Program Leader be injured or deceased)

- a. Communicate with University Crisis Response Team (UCRT) immediately and maintain constant communication with this group until crisis is dealt with.
- b. Communicate students welfare to the UCRT as soon as possible or within 24 hours.
- c. UCRT to communicate the student's welfare to their emergency contacts within 24 hours.
- d. Telephone and email will be used to communicate this information. If any program participant is injured or deceased, see section on Individual Crises (5.0)

### **4.3 Continuance of program**

If the decision is made to continue the program following an in-country crisis, students will be notified of this by their university, through the Program Leader. Additionally, the TGS Site Coordinator and the Program leader will meet with each student individually to determine if he/she is mentally / emotionally prepared and able to continue with their program. If there are any questions about the students mental stability, this will be considered by the Program Leader and communicated to the University Counselling services.

TGS or the Program Leader will keep the university informed with situation updates.

### **4.4 Suspension of program**

If the decision is made to suspend the program, TGS will make arrangements for program participants to remain in their accommodation until it is safe to continue the program. TGS will



communicate with program hosts and local authorities including the Australian embassy as to when the program can be resumed.

#### 4.5 Cancellation of the program

Cancellation or suspension of any program will result if

- a) The Australian Government (via [Smartraveller.gov.au](http://Smartraveller.gov.au)) issues a travel warning advising Australian citizens to leave the particular location / region, city, country where the program is based. This will be associated with a high risk situation i.e. political tension, terrorism, natural disaster, or Global pandemic.
- b) TGS deems it necessary to cancel or suspend the program for any other reason i.e., the safety and welfare of program participants are in jeopardy.

In the event of a program being cancelled or suspended;

- a) Students will be brought to a secure location and notified immediately of the program cancellation and the procedures for evacuating the country.
- b) The Program Leader or the UCRT will notify emergency contacts of the decision and answer any questions they might have.
- c) TGS or the Program Leader will communicate with the UCRT to update them on the situation and agree on suitable course of action
- d) If departing via plane, TGS will work with program participants, the university and its travel agent where applicable) to make repatriation arrangements.
- e) TGS will notify the Australian Embassy, local partners, host institutions or organisation's of the program cancellation and the group's departure.

#### 4.6 Evacuation

TGS manages evacuations using a three-stage model based:

Stage 1 – **Stand-fast:** students will be notified to stay in the location they are in, provided it is safe, and await further instruction from the TGS Site Coordinator and / or Program Leader

Stage 2 – **Consolidate:** students will move to an arranged safe haven to prepare for evacuating the location.

Stage 3 – **Evacuate:** Students will depart for a safe location.

- The TGS Site Coordinator will make sure the student is in a secure location and will not allow anyone to leave the secure location for any reason.
- The TGS Site Coordinator will contact the Australian Embassy / High Commission and TGS Crisis Management Team to arrange the ground and air logistics of the evacuation.
- The TGS Site Coordinator will ensure all program participants physically board the ground or air transportation. When in a secure environment, the TGS Site Coordinator will meet with TGS Crisis Management Team to debrief meeting and provide a written report to the university.

#### 4.7 Post Crises Follow up - Reporting and Evaluation

After the crisis has been resolved to a satisfactory conclusion, TGS will maintain contact and support to the group/individuals to ensure they feel safe and are able to continue the program, or that their recovery is progressing, and if necessary provide referrals to a licensed psychologist or other medical professional that might be necessary.

Should the crisis result in evacuation to a safe haven or subsequent repatriation to Australia, TGS CMT will debrief and prepare a written report that will take into account interviews with witnesses to the crisis, students and staff affected, and photographs (if available).

The TGS Director will share this report with the Program Leader, who can share with relevant staff at the University.

## **5.0 INDIVIDUAL SITUATIONS**

For crises involving individual students, the Program Leader shall be the first line of reporting. Once they have assessed that the crises require a response, they will contact TGS who will take the appropriate action, the first being to attend the scene or program accommodation to determine further action.

### **5.1 Life threatening accident or illness**

- a) If the student has not yet been medically treated, TGS will contact the local police/fire/ambulance to get student immediate treatment.
- b) Once student has been medically treated, the TGS Site Coordinator and / or Program Leader will determine the extent of injuries and report, in writing and/or verbally (depending on available technology) the details to the TGS Crisis Management Team.
- c) The TGS Site Coordinator and / or Program Leader will provide a report to the University that will include the students full name, DOB, time of accident or illness, circumstances surrounding accident or illness, known extent of injuries, hospital contact information and / or physician contact information and students individual contact information, if available.
- d) The Program Leader will immediately contact the University to determine who will inform the student's emergency contact and explain known extent of injury or illness.
- e) TGS will monitor the situation until such time the students condition has stabilized – supporting the Program Leader and other program participants.
- f) The TGS Site Coordinator will stay with an injured student, or will provide support for the Program Leader to stay, until such time it is determined that his/her condition has stabilized, or they are released from hospital.
- g) TGS will determine if medical repatriation is necessary by consulting with TGS Site Coordinator and / or Program Leader, local physician, the student's emergency contact (usually based in Australia), the Australian University and insurance company / representative.
- h) If medical repatriation is required, TGS will work with airlines to determine how to proceed, determine whether student will be accompanied (by the Program Leader, other university staff member, or the emergency contact), determine if any special immigration documentation is necessary.
- i) If no repatriation is necessary, the TGS Site Coordinator and / or Program Leader will monitor the student's health and report back to TGS, the university or emergency contact at determined intervals.
- j) If condition improves, TGS will work with Program Leader to prepare for release from hospital.
- k) If condition worsens, TGS in coordination with the Program Leader and the University will determine if emergency contact or next of kin will visit. TGS will assist with all logistics. The University will determine if insurance will cover cost of emergency contact flying to site location –if required.
- l) If death results, TGS will work with the Program Leader, family / emergency contacts and the University to repatriate the remains. See section Death of a student (5.8)

### **5.2 Hospitalisation**

- a) If the student is in critical condition, the TGS Site Coordinator and / or Program Leader will call an ambulance immediately

- b) The TGS Site Coordinator and / or Program Leader will accompany the student to the hospital (and identify an English-speaking staff member if relevant).
- c) The TGS Site Coordinator and / or Program Leader will call the TGS Crisis Management Team immediately and inform them of the situation and available details. The TGS Site Coordinator and / or Program Leader will then keep the TGS Crisis Management Team updated as new and important information is available.
- d) The Program Leader will provide insurance details or contact the Australian University to activate insurance claim. The Program Leader will arrange for the emergency contact and / or University representatives to travel to the student's location, if requested.
- e) In the event of a non-critical situation where immediate medical attention is still needed, the TGS Site Coordinator and / or Program Leader will use a reliable form of local transportation eg taxi or personal vehicle.
- f) The TGS Site Coordinator and / or Program Leader will accompany the student to the hospital and will remain with the student until they are released from the hospital.

### **5.3 Crime against a student**

- a) If program participant has not yet done so, TGS Site Coordinator will accompany them to report the crime to police. At the same time TGS Site Coordinator will determine if student has been physically harmed. If so, and it is life threatening, see Life Threatening Accident or Illness. If not, but student is hurt, TGS will seek medical attention.
- b) The TGS Site Coordinator and / or Program Leader will report incident to TGS immediately.
- c) TGS and / or Program Leader will communicate the matter to the University.
- e) TGS will ensure that the student follows proper local laws in reporting the crime i.e. completing any paperwork, acting as a witness, etc. The TGS Site Coordinator will act as a liaison with the local authorities to ensure that program participants are treated appropriately. Where required, a local lawyer / solicitor or similar will be consulted.
- f) If no life threatening physical or mental harm has taken place, TGS Site Coordinator and / or Program Leader will determine whether or not the student wants the university to contact his/her emergency contact or if the student will do so.
- g) After incident has been taken care of, TGS Site Coordinator and / or Program Leader will meet with student individually to determine if there are any lasting effects. If so, TGS will refer student to a local medical professional skilled in dealing with posttraumatic stress or related concerns. This information will be communicated to the University.
- h) The TGS Director, in consultation with TGS Site Coordinator and / or Program Leader, will compile a report to share with the University.

### **5.4 Arrest of a student**

- a) Upon notification of a program participant's arrest, TGS Site Coordinator and / or Program Leader will assess the situation, collecting as many details as possible. The TGS Site Coordinator will contact the TGS CMT immediately. Embassy immediately.
- b) TGS Site Coordinator and / or Program Leader will proceed to wherever the accused is being held to determine the seriousness of the crime and to ascertain whether the student requires or wants legal representation. TGS Site Coordinator will keep the Australian High Commission / Embassy Representative informed. At this time TGS will also attempt to determine the physical/mental state of student.
- c) TGS Site Coordinator and / or Program Leader will notify TGS Crisis Management Team immediately and report on the status of the student and legal / criminal implications. The Program Leader will engage with the University and coordinate an appropriate response.
- d) If allegations are minor i.e. no jail time, only fines, the student will be given moral support by TGS Site Coordinator and / or Program Leader and, if needed, referred to local medical staff for counselling. The TGS Site Coordinator and / or Program Leader will follow up with students on a regular basis until it is felt the situation is resolved.
- e) If allegations of criminal activity are serious, TGS Site Coordinator will contact the Australian High Commission / Embassy for advice as to legal representation and other

on-ground support. The Program Leader will inform the University to seek advice and support, and to consider contacting the program participant's emergency contact.

- f) The TGS Site Coordinator and / or Program Leader will visit the accused as much as possible and offer support, including food, clothing and other basic necessities.
- g) The TGS Site Coordinator and / or Program Leader will continue to monitor the situation and, where appropriate and necessary, will provide support to the programs participants family (if in country).

### 5.5 Missing student

- a) The TGS Site Coordinator and / or Program Leader, once notified that a program participant is missing, will establish from other participants when the person was last seen, who they were with, and determine how long they have been missing. The TGS Site Coordinator and / or Program Leader will attempt to reach them via email, FB and telephone if they have one
- b) The TGS Site Coordinator and / or Program Leader will contact the TGS CMT immediately and Program Leader will contact the Australian University - and determine if the missing person has been in contact with their emergency contacts.
- c) At the same time, the TGS Site Coordinator and / or Program Leader will interview all persons with whom student has been in recent contact – roommates, people from host organisations etc.
- d) Once all attempts to establish contact with the missing person have been exhausted, the TGS Site Coordinator and / or Program Leader will notify the local police, asking them to check hospitals. At this point the Australian High Commission / Embassy should be notified.
- e) Once the person has been missing long enough for local authorities to accept a missing person report (usually 24 hours), the TGS Site Coordinator and / or Program Leader can lodge the report, and advise the University of this fact.
- f) The program Leader and /or the university will notify emergency contact(s) of the filing
- g) Once an investigation is underway, TGS Site Coordinator and / or Program Leader will comply with and fully support local authorities and will report regularly to TGS CMT and the University.
- h) The situation will be closely monitored by TGS Site Coordinator and / or Program Leader and TGS Crisis Management Team, in coordination with the University, to determine if a representative from the missing person's family should go to the site location. TGS will assist with arranging this if required and /or requested.
- h) If the student is found and there are no ongoing related issues, the TGS Site Coordinator and / or Program Leader will assist the person with adjusting back to program schedule.
- i) If the found person is traumatized, TGS will refer the student to local medical authorities and assess the level to which they have been affected. TGS Site Coordinator and the Program Leader will determine if continuation of their program is possible – with the decision being communicated to the TGS Crisis Management Team and the University.
- j) If student is found to deceased, TGS will follow the protocol for *Individual Crises – Death of an Individual* (5.8) or other crisis response as appropriate.
- k) Following the outcome of the situation, the TGS Site Coordinator and the Program Leader will debrief and provide a written report to be shared with the university.

### 5.6 Sexual assault

- a) The TGS Site Coordinator and the Program Leader will interview the victim, and other witnesses where applicable, to determine what had occurred.
- b) The TGS Site Coordinator and the Program Leader will notify the local police and help the victim file a report, allowing them to provide the associated information.
- c) The TGS Site Coordinator and the Program Leader will contact the TGS CMT, and the Program Leader will contact the university, who can provide counselling services involved if required.

- d) If the TGS Site Coordinator and the Program Leader determines that the student has been injured and needs medical attention (and it is not life threatening), they will accompany the individual to hospital. Once the victim has received the medical attention, TGS Site Coordinator and the Program Leader will meet with the victim to determine if they wish to proceed with the program, or notify family.
- e) Should the victim decide to remain and continue the program, the Program Leader can broach the idea of counselling through the university service or other local service.
- f) Should the victim decide to return home, TGS will provide logistical and moral support to enable them to do so.

## 5.7 Emotional distress

Signs of psychological or emotional distress may be as follows:

- Expression of wish/intent to harm self or others
  - Precipitous decline in functioning i.e. academic, social, hygienic
  - Unusual conduct: oddly disruptive or antagonistic acts, self-injury, talking to self
  - Excessive energy, agitation, extremely elevated moods
  - Extreme anxiety in the form of worry or panic
  - Odd thought patterns i.e. delusions, paranoia, disorientation, rambling or nonsensical speech
  - Extreme weight loss / gain
  - Attending program activities under the influence of drugs or alcohol
  - Spontaneous and flamboyant spending habits (often a symptom of bi-polar episodes)
- a) The TGS Site Coordinator and the Program Leader will assess the program participant's level of distress, through discussion with them and determining if they have medication they should be taking. Particular care should be taken for evidence of a potential suicide. The student may need to be hospitalised should the symptoms be severe
  - b) Should a program participant be having trouble adapting to their surroundings or having culture shock, the TGS Site Coordinator and the Program Leader will meet with them to discuss potential solutions.
  - c) The TGS Site Coordinator and the Program Leader may refer the student to local counselling services if available, university counselling services if they are not.
  - d) Should a student be experiencing a bi-polar episode (they may or may not have disclosed their condition to the Program Leader) it may be necessary to obtain help from a psychiatric unit at a local Hospital. If TGS is aware of a bi-polar person on a particular program it can provide specific advice on how to manage an episode, including emergency phone numbers. (The Australian model of the Critical Assessment Team (CAT) for psychiatric episodes is not usually available in SE Asia.)
  - e) In some circumstances it may be necessary to call the police to assist in restraining the individual. TGS Site Director should be at the location of this interaction to ensure local police understand the nature of the call out, and that the individual comes to no harm.

## 5.8 Death of an individual

- a) The TGS Site Coordinator and the Program Leader or on-site staff will notify TGS Crisis Management Team immediately upon verifying the death of a program participant.
- b) The Program Leader (unless he/she is the deceased) will immediately inform the university, in which case the TGS Director will do so.
- c) The TGS Director will inform the Australian High Commission / Embassy providing information such as:
  - the time of notification of the death
  - The deceased's name, DOB
  - Cause, time and place of death
  - Location of the body

- The deceased's religion
  - Any other program participants involved or affected
- d) The TGS Crisis Management Team and Program Leader (unless they are the deceased) will contact the University to determine protocol for notifying next of kin.
  - e) The Program Leader will be inform other program participants and arrange grief counselling from the university, or via local services.
  - f) TGS will assist next of kin with travel plans, collecting the deceased's personal effects, and repatriating the remains.
  - g) TGS will coordinate the repatriation, providing support for the Program Leader communicating with local authorities, Australian Embassy, legal representatives, the University etc

### **5.9 Petty crime – theft, pick pocketing, bag snatching**

Petty crime is an example of a “perceived emergency.” The in-country orientation program goes into some depth about not providing opportunities for these kinds of crimes.

- a) The TGS Site Coordinator and the Program Leader will establish the facts of what has been taken, and accompany the program participant to make a police report.
- b) The TGS Site Coordinator and the Program Leader will assist the program participant to manage the situation that might include canceling credit cards or phone plans, applying for a replacement passport, obtaining more cash.

## **6.0 CRISES IN AUSTRALIA (WHILE PROGRAM IS OVERSEAS)**

### **6.1 Major Crises**

- a) In the event of a major crisis in Australia (or globally), where a large scale of the population is affected i.e. act of terrorism, bush fires, earth quake, large scale flooding, or similar, the TGS Site Coordinator and the Program Leader will gather the program participants to discuss events in Australia and to decide what, if any, course of action needs to be taken. The Australian Embassy will also be consulted in order to establish the facts.
- b) If a program participant's family or friends are affected see Individual Crises (below).
- c) TGS Site Coordinator and the Program Leader will arrange counselling either locally or via the university services.
- d) Should the situation be deemed too distracting to allow the program to continue, TGS Site Coordinator and the Program Leader will liaise with the university to determine the best course of action.
- e) In the event the program is cancelled, TGS Site Coordinator will assist with discontinuing the program and arranging travel to Australia.

### **6.2 Individual Crises**

In the event of a crisis in Australia that affects an individual program participant, the Program Leader will be the first point of contact, whether they are contacted by the student's family, or by the student themselves.

The Program Leader will determine, through discussion with the student, whether it is necessary to return to Australia. The Program Leader might involve the TGS Site Director for assistance to:

- arrange transportation home, if required;
- arrange counselling, if desired;
- ensure ease of communication between program location and home

## **7.0 DOCUMENTATION**

## **7.1 Medical and Health Information**

- a) If the student discloses a medical condition, severe allergy, psychological disorder, or some other concern upon application (or at any other time) the university must advise TGS in order for them to be prepared.
- b) TGS will discuss any concerns they have in relation to a student's potential well being with the Program Leader prior to departure.
- c) TGS will provide advice about possible treatment (or lack of) in the destination location.
- c) All health matters are highly sensitive and confidential and will not be discussed with anyone else besides TGS staff and the Australian University

## **7.2 During Crisis**

During a crisis, TGS staff will document all communication, in-coming and out-going, in order to provide a comprehensive report, and in case of litigation.

## **7.3 Post Crisis**

Upon resolution of a crisis, the TGS Director will provide a comprehensive crisis management report to all relevant parties, including the university.

## **8.0 Department of Foreign Affairs and Trade**

To find out information specific to Australian citizens traveling abroad, visit the Australian Government smartraveller website: <http://www.smartraveller.gov.au/>

## **GLOSSARY**

The Global Student (TGS) – the company providing the off-shore programs

The Director – Ms Jan Drew, Founder of The Global Student

Crisis Management Team (CMT) – those at The Global Student or the Australian university authorized to make decisions impacting the health and wellbeing of program participants.

Program Participants – any staff member or student undertaking a TGS Program off-shore.

Program Leader – the academic or professional staff member leading the program – there may be more than one.

TGS Site Coordinator – either the Program Coordinator in Kuala Lumpur or the person contracted by The Global Student to supervise and coordinate programs in locations beyond Kuala Lumpur.

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## **Addendum one**

### **TGS COVID 19 Preparedness and Response**

JMD Consulting Limited / The Global Student (TGS) has a genuine concern for the current pandemic situation and the health and safety of all TGS staff and program participants. All program participants must be fully vaccinated including boosters in response to the Ministry of Health guidelines for entering the destination country. The following TGS guidelines are aimed at protecting staff and program participants in the event of a further outbreak.

#### **Information for Pre- departure**

TGS will update all program participants with the current Covid-19 situation in the destination country of the program, and the entry requirements relating to vaccinations.

Students are advised to check-in with their airlines/ travel provider on their policies and procedures for international travel and prevention of contracting COVID19.

Students should check what their current health cover provides for in case of contraction of Covid 19, subsequent health care required, and possible repatriation.

Upon arrival at the destination airport, most governments currently require all passengers to:

- Undertake a health screening test (Infrared thermometer) which will be conducted by the health authorities at the arrival hall
- if symptomatic, passengers will:
  - be referred to designated hospitals for further treatment
  - passengers to complete and sign a Letter of Undertaking and Indemnity for Person Under surveillance
  - submit the Travel Notice completed during the check-in process to the local Immigration Department
- students are advised to bring their own mask, Rapid antigen tests, and hand sanitiser
- students advised to practice social distancing, wearing mask, use hand sanitiser and washing hand frequently
- TGS will provide hand sanitiser and disinfectant spray in every accommodation

**S.O.P Health and safety** (The SOP for the students is subject to change based on an updating on the guidelines issued by government and relevant agencies).

The purpose of this Standard Operating Procedure (SOP) is to set the norms to be strictly followed while resuming work and while residing in your accommodation during the current pandemic. A strict observance of self-discipline, always adopting COVID responsible behaviour under all circumstances for this new normal scenario.

This outline is the specific precautionary measures to be adopted by all members of In-country TGS Internship students.

#### **Upon arrival**

- Provide evidence of Negative report for PCR Covid sample collected between two days to one day prior to undertaking international travel (subject to change)
- Download the MySejahtera mobile app for use when entering any premises in Malaysia.
- Provide Certificate of at least all vaccination and booster shots for COVID.



### **In-country orientation information**

- Advice on government SOP's including areas to avoid
- Personal health - monitoring body temperature, mask wearing, hand washing
- processes for seeking help if symptomatic
- processes for isolating and quarantine

### **Response to a student testing positive for COVID 19.**

TGS will report immediately to the student's University and keep them updated as per the processes outlined in the ***TGS Emergency Response and Risk Management*** plan. This includes actions that are not limited to the following:

- all confirmed cases, even mild cases, should be isolated immediately, to prevent transmission and provide adequate care according to the destination government's standard practices for pandemic response
- those who have been in close contact with the affected student will be identified and asked to take a rapid Antigen test if they show symptoms of COVID-19
- TGS will inform the student's workplace who will also be required to enable their own pandemic response plan
- TGS will ensure the student's accommodation management has been updated about the case by the destination country's Department of Health, at which point the accommodation management's pandemic response plan will be enabled.
- if the student is not admitted to hospital, they may still be required to self-quarantine, which TGS will assist with, including the possibility of moving the affected student to a hotel at their own cost
- other occupants of the affected student's apartment may be required to move to temporary accommodation until the apartment has been deep-cleaned.
- TGS will manage the situation to ensure all those in close contact with the student are tested and monitored for symptoms

### **Response upon stabilisation of the situation**

- once the affected student's condition has stabilised and they are released from hospital/quarantine, TGS will liaise with the university to determine the next course of action ie program continuation or repatriation
- if repatriation is confirmed, TGS staff will work with the university on departure arrangements and accompany the student to the airport
- if no repatriation is necessary, TGS will monitor the student's health and report back to the university regularly
- TGS will continue to monitor any students who may have been in close contact with the affected case

**The Global Student**

**Updated January 22**