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Travel Safety and Security Policy | Policy

POLICY OWNER:	Chief Human Relations Officer
POLICY APPROVED BY:	President & COO and Chief Human Relations Officer
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I. Overview

Policy Statement

This Policy outlines Water.org's travel risk management framework and attendant Duty of Care obligations, which define the responsibilities shared by the organization and its employees to prevent harm and take reasonable precautions to mitigate risks. Hence, the Policy is fully aligned with the organization's crisis and incident management protocols, procedures and related policies.

Purpose

This Policy covers the required actions for safety and security prior to and during business-related travel. Policy requirements are tailored to Water.org's structure, the risk profile of its business activities, and general socio-political and physical risks of the destination countries.

If a circumstance arises that is not specifically covered in this policy, contact HR@water.org for further guidance and support.

Applicability

For the purposes of this policy, a "traveler" is defined as any Water.org employee conducting business-related travel on behalf of the organization. Travel is defined as travel, regardless of the mode of transportation, that is more than 45 miles (60 km) from the traveler's home or primary worksite.

This policy does not cover the following situations:

- Normal commuting travel for on-site or hybrid employees.
- Personal travel that does not involve business activities for Water.org.
- General workplace safety and security measures for employees conducting business while not in travel status.
- Travel for non-employees, such as independent contractors, consultants, Board members, donors, candidates, or travel companions.

Governance

The Chief Human Resources Officer (CHRO) is accountable for overseeing administration, review, and updates or changes to this policy in alignment with business needs.

Violations

It is the expectation of Water.org that supervisors proactively manage their direct reports' compliance with this Policy. Non-compliance, from an employee or a supervisor, will result in progressive disciplinary actions consistent with the organization's established HR procedures.

II. Policy

All travel includes some element of risk and individual travelers are responsible for proactively utilizing the guidance and tools provided by the organization to maintain general awareness of travel risks and take precautions commensurate with the environments in which they are working and traveling. Despite the best efforts, events may arise that are beyond Water.org's control.

The [Travel Resources](#) site contains resources, guidance, and tools to support the objectives of this Policy.

1. Travel Risk Management

This section outlines requirements for incorporating risk assessment into all travel-related activities so that travelers are informed, equipped, and supported to the extent possible to address any challenges during travel.

1.1 Country Risk Ratings

Water.org maintains country-specific threat risk ratings, which are updated monthly on the [Travel Resources](#) site. These ratings are informed by independent, third-party data and are based on nine categories: crime, civil unrest, conflict, corruption, cyber issues, infrastructure, political stability, kidnapping, and terrorism. (See *Appendix A –AIG Travel Risk Rating Definitions*.)

Travelers and their supervisors are expected to review the risk profile prior to any business travel and assess if personal or business-related factors impede the travel objectives.

Minor Threat Risk

Low Threat Risk

Moderate Threat Risk

High Threat Risk

Extreme Threat Risk

Global events can alter the risk rating of a location quickly and may lead to sudden restrictions on travel to specific countries. This may result in last-minute changes to travel approvals or mitigation strategies, including times when travelers are already on the way to or at their travel destination. When such changes occur, travelers may be asked to remain in their current location or return home on the next available flight.

1.2 International Travel Planning

Follow the requirements of the [GI Regional Travel for Global Teams](#) procedure for international travel, including:

- Review the [Global Impact Calendar](#) to ensure that travel dates do not conflict with country-specific holidays and/or regional events.

- Submit a Travel Request for approval. The Travel Request form is located on the Travel Resources site.

Travel to or through countries with an Extreme risk rating is not allowed, under any circumstances.

1.3 Emergency Communication + Contact Information

Travelers are required to upload and/or update, as needed, their personal details into Sage, such as passport number and emergency contact information to support communication and coordination of services. As allowed by the [Global Travel & Entertainment policy](#), travelers are encouraged to utilize a mobile service plan and/or a local SIM card to ensure their mobile phone works during international travel.

1.4 Travel Incident Management

In the event of a safety or security event during travel, such as a medical emergency, accident, theft of personal or company property, or social/political unrest affecting the traveler's safety, the traveler must contact the appropriate points of contact for the destination as soon as is reasonably possible. The roster and guidance for who to contact can be found [here](#). These individuals will coordinate aid or support for the traveler and manage communication with the traveler's direct supervisor and other relevant parties, depending on the nature or magnitude of the event.

2. Travel Documentation + Requirements

2.1 Visas + Passports

Travelers are required to maintain travel documentation, such as a valid passport and other government-issued identification, ensuring these documents have an expiration date longer than six (6) months or more before the date of travel.

Water.org will pay for the required visa needed for an employee to travel on our behalf. All visas are to be submitted and purchased by Water.org directly unless the travelling employee is instructed otherwise.

If a traveler is required to obtain a visa for the destination country, the traveler must obtain a business visa to ensure the traveler is entering the destination country with the appropriate documentation and authorization for their activities. Please note that failure to do so could result in the employee being denied entry to the destination country and/or other more serious consequences, depending on local laws and immigration regulations.

If an employee must obtain a passport to travel on behalf of Water.org, Water.org will pay the cost of the passport. If an employee renews their passport, then travels on behalf of the organization within 12 months of the renewal, Water.org will reimburse the employee the cost of the passport renewal. Water.org will not pre-emptively reimburse the cost of renewing a passport in the anticipation of travel on behalf of the organization.

2.2 Vaccinations

In some cases, destination countries have specific health-related requirements for entry to that country.

It is the responsibility of the traveler to research the health requirements for the destination country as well as obtain all required vaccinations and carry related documentation/proof of vaccination necessary to enter the city, state, province, or country where they are traveling.

2.3 Other travel documentation

Travelers may require additional documentation to support their visa application and/or their entry into the destination country. Instructions for obtaining travel documents can be found on the Travel Resources site. Travelers are requested to work with their administrative staff to coordinate and complete the signing of these documents.

If a traveler's visa application requires an employment verification letter or similar (such as confirmation of leave balance), this must be provided by HR only. Reach out to your assigned HR business partner to obtain this document.

III. Approval and Responsibilities

3.1 Organizational Responsibility

Water.org is committed to all travelers' safety and security and will provide proactive leadership, responsibility, and accountability in all aspects of this Policy. Thus, the organization provides employees with the following resources before asking them to accept the inherent risks associated with travel:

- Security information provided by third party vendors.
- Travel insurance that includes access to emergency medical services, medical and security evacuation, regular security information updates, and other services as applicable. (See *Appendix B – Travel Support Services*)
- Maintaining resources capable of assisting staff in the event of a security or medical incident while traveling internationally.

3.2 Employee Responsibilities

All employees conducting business-related travel are expected to:

- Strictly adhering to all travel-related policies.
- Obey the laws in the destination country/countries.
- As applicable, follow local office security requirements and guidance at the destination country/countries.
- Make all reasonable efforts to mitigate travel risks by maintaining an awareness of risks and taking appropriate measures to reduce them.
- Avoid taking unwarranted risks that jeopardize your own safety and security or that of other people.
- Immediately report all incidents and issues.
- Advise your supervisor in any instance where you do not feel comfortable traveling, and/or feel that your safety/security is at risk.

3.3 Supervisor's Responsibilities

A traveling employee's direct supervisor is expected to:

- Discuss travel plans with direct reports to confirm travel budget availability and review safety and security risks for travel destinations.
- If local procedures require it, approve direct reports' travel requests in a timely manner and ensure they meet the requirements of this Policy and related policies.
- Find alternative means of addressing business needs if your direct report is not comfortable traveling and/or feels that their safety/security is at risk.

4. Executive Leadership + Management Group Travel

This Policy section includes all EX members, Regional Directors and/or Department heads. For business continuity purposes, this Policy recommends that no more than three (3) group members of the respective teams or positions can travel on the same airline flight or charter aircraft or same vehicle while on official company business, at the same time.

IV. Appendices

Appendix A | AIG Travel Risk Rating Definitions

MINOR: Minor risk locations generally have a historically stable political and economic system with few or no prominent security risks or threats to the governing structure. Issues such as crime, demonstrations and unrest do not pose any notable concern for visitors, locals or general business operations. Protest actions are very rare and the few that occur are minor in scale and non-violent. Infrastructure and medical facilities are advanced and of good quality with only occasional disruptions prompted by natural or man-made hazards.

LOW: Locations with a Low threat rating are typically characterized as politically and socially stable, with few prominent security concerns. Minor socio-economic issues can contribute to occasional incidents of civil unrest and/or protest actions, although most such developments remain non-violent with few major associated disruptions to daily life and business operations. While crime is not a frequent occurrence, low levels of non-violent crime may be present. Violent crime may occur on occasion generally in a major urban area of the country. Overall infrastructure and medical facilities are advanced or of good quality with occasional disruptions caused by natural and man-made hazards.

MODERATE: Moderate risk locations experience periodic demonstrations and protests, with instances of violent civil unrest possible. These locations are typically politically stable, but developments such as socio-economic issues may periodically give rise to notable social tensions. Rates of crime are moderate, though instances of violent crime occur more frequently especially in major urban locations; while criminal incidents may occur in any area of the country, crime is not pervasive nationwide. Overall safety and security risks to individuals and businesses are moderate. Terrorism-related concerns may be present but are not frequent occurrences. Ethnic and/or sectarian issues may exist, but do not typically manifest in serious security developments. Infrastructure and medical care may be inconsistent throughout the country, although acceptable levels can be found in the most prominent urban centers.

HIGH: Locations with a High threat rating often experience elevated rates of crime, including violent crime, that pose a concern to travelers. Political instability concerns may be heightened, and the type of government in place may present itself as an issue to foreign interests. Countries may have weak economic structures that contribute to elevated levels of unrest and protest activity. Demonstrations are common and may arise in response to a multitude of issues; response by security forces may compound problems. Terrorism and ethnic and/or sectarian issues may also be a concern; terrorism-related developments occur more frequently in high-threat destinations. Localized militia or anarchist activity may also occur in these locations. The risk of, or ongoing conflict, may be an issue in High threat environments. Overall issues pose a notable risk to foreign travelers and businesses as well as the local populace. Overall medical care/facilities and infrastructure are poor and unreliable, and many foreigners would need medical evacuation for serious health issues.

EXTREME: The security and/or political environment pose a significant and direct threat to travelers and business operations. Locations rated as Extreme have unstable security environments, with political instability often a major and persistent risk. The nature of the government may pose a significant risk to foreign interests, and state sponsorship of surveillance and/or censorship may be a notable concern. Extreme rated locations are affected by serious levels of conflict. Crime (including frequent or pervasive violent crime) is a serious issue as a result of inconsistent and/or ineffective security coverage. Kidnapping (for political and/or economic purposes), violent/disruptive demonstrations and civil unrest are often elevated issues as well. Travel to and within Extreme risk locations entails serious risks, particularly outside urban centers where general lawlessness may exist in the absence of an adequate security apparatus. Quality of infrastructure, or lack thereof, may also present a serious issue. Medical facilities and care may be very poor to non-existent in portions of the country and those that exist are significantly below standards even for basic medical care. Most health issues would require external medical support, and any major medical emergency would likely require evacuation.

Appendix B | AIG Travel Support Services

A full overview of AIG Travel Support Services can be found [here](#).

Travel Guard®

What you need to know for your trip.

With a wide array of travel, medical and security services, AIG Travel helps millions of travelers solve problems and manage risks worldwide. We provide a full array of services that are available to you from before you begin your trip through to the claims process. Wherever your travels may take you, in the event of a medical emergency, security issue or unexpected travel problem, we are never more than a phone call away.

Before you go



- Install the AIG Travel Assistance App from the [Apple App Store](#) or [Google Play Store](#) from your smartphone.
- Tap on "Register" and when you reach "Country where coverage was purchased", select:
United States - A&H
- Input the required fields and your policy number:
9152262

After completing registration you may also access the full website, utilizing existing login credentials, at:

www.aig.com/us/travelguardassistance

- Use the app to call for Travel Guard® Assistance, locate nearby medical providers and leave feedback on your experience. Also, check out the drug brand equivalency tool, medical translation tools and specific country reports.

While traveling

When medical assistance is needed, AIG Travel will:

- Make arrangements for the person requiring assistance to receive appropriate medical care.
- Provide medical monitoring assistance during medical care abroad.
- Provide physician/hospital/dental/vision care referral details, when medical attention is required and assist with appointments.
- Assist with emergency prescription replacement while abroad.
- Provide regular updates to an authorized company, school or family representative.
- Coordinate medical evacuation arrangements.

When security assistance is needed, AIG Travel will:

- Connect you with an AIG Travel security team member who will provide advice or coordinate assistance, as required.
- Provide security evacuation assistance, if needed.
- Provide security safety advisories.
- Provide urgent message alerts and relays.
- Provide 24-hour response services to assist employees and their families during an incident, as required.

AIG Travel Assistance can also assist with:

- Lost/stolen luggage
- Lost or stolen documents
- Embassy and consulate information
- Immunization, visa and passport information
- Emergency cash transfer assistance
- Emergency language interpretation

Contact AIG Travel

Email:

assistance@aig.com

Toll-Free within the U.S.A.:

1.877.244.6871

Call Collect/Reverse Charge:

+1.715.346.0859

Helpful information to have available:

- Client name
- Contact phone number
- Current medical facility/physician
- Current location
- Secondary point of contact
- Visa or alien number
- Symptoms and medical reports (if available)
- Email address
- Date of birth
- Passport information
- Details of incident, condition of person(s) needing assistance

Filing a claim

Toll-Free within the U.S.: 1.800.551.0824

Call Collect: +1.913.495.6520

8 a.m. - 6 p.m. EST Monday - Friday

PO Box: Accidental & Health Claims Dept.

P.O. Box 25987

Shawnee Mission, KS 66225

Email: AHClaims@aig.com



AIG Travel, a member of American International Group, Inc., provides travel insurance and global assistance through innovative product offerings. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services. From lost luggage to a medical emergency, our 24/7 multilingual assistance team is always just a phone call away. Through our global service centers and a network of experienced providers, we deliver medical and security assistance to help our customers travel with confidence. AIG Travel is a socially responsible and inclusive organization that meets the diverse needs of leisure and corporate travelers alike. Learn more at www.travelguard.com, and follow us on [Facebook](#), [Instagram](#) and [LinkedIn](#).

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