
Provisions for Travel Risk Management

30.03.2026 (status 14.04.2026)

The Rectorate adopts:

Art. 1
Scope

1. Università della Svizzera italiana (hereinafter "USI") adopts these Provisions in order to protect the health, safety, and integrity of its staff, as well as its students, during business, study, and/or official travel.
2. These Provisions are based on current legal obligations and are inspired by international best practices in risk management—specifically the ISO 31030:2021 "Travel Risk Management" standard—to ensure a systematic, proportionate, and consistent approach to the prevention and mitigation of mobility-related risks.

Art. 2
**Subject Matter
and Purpose**

1. These Provisions define the principles and procedures for assessing and managing risk associated with travel undertaken on behalf of USI, with the aim of:
 - a. reducing exposure to health, safety, and operational risks;
 - b. ensuring a uniform, responsible, and compliant approach to the planning, authorisation, and management of travel in accordance with current regulations;
 - c. protecting the individuals involved and ensuring the continuity of academic and administrative activities.

Art. 3
**Field of
Application**

1. These Provisions apply to:
 - a) members of the academic and administrative staff bound by an employment contract with the University (hereinafter simply "Staff members") who undertake travel on behalf of USI;
 - b) students and staff not bound by an employment contract with USI who participate in travel, field trips, or other mobility, study, and/or research activities organised by USI and/or on behalf of USI.

Art. 4
Exceptions

1. These Provisions do not apply with regard to:
 - a) administrative matters—namely, the choice of travel class, allowances, and the reimbursement of travel-related expenses—which are governed by specific internal regulations and procedures;
 - b) travel undertaken in a personal capacity outside of the employment relationship or the course of study conducted at USI.
-

**Art. 5
Definitions**

1. For the purposes of these Provisions, the following definitions shall apply:
 - a. "Assistance Provider": the company responsible for providing assistance services to Travellers, namely International SOS (<https://www.internationalsos.com>).
 - b. "Provider Platform": the International SOS platform which allows users to consult and download destination country guides, access daily travel security updates, and request assistance, as well as information necessary for travelling to a specific country (<https://myportal.internationalsos.com> accessible via USI Single Sign-On credentials).
 - c. "Travel Risk Map": the interactive map used to consult health and security risk assessments for each country (<https://www.internationalsos.com/risk-outlook>).
 - d. "Line Manager/Supervisor": for administrative staff and members of the intermediate staff, this role is defined in the employment contract concluded with USI. For academic staff, and where not otherwise specified, this refers to the direct superior to whom one reports for work-related matters (Institute Director, Programme Director, Research Director, Dean, Rector).
 - e. "Travel Organiser": the USI Staff member who plans and organises travel for themselves and/or for other members of the university community (namely, students and collaborators not bound by an employment contract with USI) within the scope of academic or administrative activities. This definition does not include USI Staff members responsible for travel bookings.
 - f. "Travellers": Staff members, collaborators not bound by an employment contract with USI, and students who intend to undertake travel for business, official purposes, or within the context of their course of study at USI.
2. Staff members who plan and organise business travel on their own behalf are considered both Travel Organisers and Travellers.
3. Staff members not bound by an employment contract with USI and students are considered Travellers, but not Travel Organisers. They do not access the Provider Platform directly; instead, they receive information regarding the travel in question directly from the designated Travel Organisers.

**Art. 6
Principles**

1. USI is committed to protecting the health, safety, and integrity of those travelling on its behalf, providing them with the resources, information, and procedures necessary to mitigate travel-related risks and ensuring a prompt and effective emergency response during such travel ("Duty of Care").
2. Staff members not bound by an employment contract with USI, and students are required to comply with these Provisions and to cooperate actively to reduce the risks associated with their travel. Non-compliance may result in appropriate disciplinary action by USI, in accordance with current internal rules and regulations ("Duty of Loyalty").

**Art. 7
Responsibilities**

1. Travel risk management requires the involvement of various stakeholders within USI, each with specific duties. In particular:
 - a. The Rectorate approves these Provisions and provides general oversight.
 - b. The Director of Operations is responsible for implementing procedures relating to travel risk assessment and management, and for their periodic update.
 - c. The USI Sustainability and Quality Assurance Service manages liaisons with the Assistance Provider.
-

- d. Faculties, travel booking officers, and Heads of Service are responsible for informing Staff members, collaborators not bound by an employment contract with USI, and students under their responsibility about USI's internal travel risk management procedures. They may provide support and advice regarding these Provisions.
 - e. Travel Organisers must conduct a preliminary risk assessment (cf. Art. 8) for the trips they are responsible for and request any necessary approval (cf. Art. 9 and 10). This assessment must be based on the official risk scale and information provided by the Assistance Provider, and must consider the risk level of the destination country, taking into account suggested mitigation measures.
 - f. Travellers are required to comply with the procedures described in these Provisions and to use the official travel booking, information, and assistance channels provided by USI.
 - g. The study plan for mobility students is approved by the Programme Director or their nominee, provided the destination country is authorised in accordance with these Provisions.
2. USI declines all liability in cases not covered by these Provisions, as well as in cases where Travellers fail to comply with the procedures described herein.

**Art. 8
Preliminary Risk
Assessment**

1. Before every trip, the Travel Organiser must carry out a mandatory preliminary risk assessment.
2. The risk level for the trip in question is defined based on the Travel Risk Map provided by the Assistance Provider. This tool categorises each country according to assigned health and security risks. Note that the health and security risks assigned to a given country may not coincide (for example, the health risk may be judged "Low", while the security risk is judged "Medium").
3. Based on the risk level identified in the Travel Risk Map, the Travel Organiser classifies the trip according to USI's internal risk scale. This scale is divided into five risk levels: from 1 (minimal risk) to 5 (maximum risk), as shown in the table below.
4. To classify the trip, the Travel Organiser consults the Travel Risk Map, selects the chosen destination country, and identifies the levels for health and security risk. Using the table below, the Travel Organiser matches the risk level shown on the Travel Risk Map to the corresponding level on the USI internal scale. Should the health and security risk levels on the Travel Risk Map differ, the Travel Organiser must choose the higher of the two and use that parameter for the USI internal classification.

Risk Level Travel Risk Map	Risk Level USI
Insignificant	1
Low	2
Medium	3
Variable	3
High	4
Very High	5
Extreme	5

5. Travel Organisers shall likewise verify, via the Provider Platform, the risk levels attributed to individual cities visited during the trip. Should the Provider report a high, very high, or extreme risk level for a specific city or specific areas thereof—even in the absence of a country-wide risk—Travel Organisers are required to follow the travel approval procedure set out in Art. 9 para. 3, adopt appropriate precautionary

measures, and avoid such areas. Visiting a city or areas thereof that present a very high or extreme degree of risk is, in any event, prohibited.

Art. 9
Travel Approval –
Competencies

1. Travel to destinations with a USI risk level of 1 or 2 does not require internal approval by USI; Travellers may travel freely. It is nevertheless recommended to visit the Provider Platform, read the instructions provided (namely regarding vaccination requirements), and download the dedicated application.
2. Travel to destinations with a USI risk level of 3 or 4 requires the approval of the Line Manager/Supervisor.

For such travel, Travel Organisers and Travellers (excluding staff members not bound by an employment contract with USI and students) must visit the Provider Platform, read the instructions provided therein, download the dedicated application, and access the eLearning portal to view relevant courses from those made available. Furthermore, they must provide travel-related information to the students and collaborators not bound by an employment contract with USI concerned. They are required to understand and implement the directives provided by USI or the Assistance Provider via the Platform or dedicated app.

3. Travel to destinations with a USI risk level of 4 requires, in addition to the approval of the Line Manager/Supervisor, the approval of the Dean of the Faculty.

For such travel, Travel Organisers and Travellers (excluding staff members not bound by an employment contract with USI and students) must visit the Provider Platform, read the instructions provided, download the dedicated application, and access the eLearning portal to view relevant courses from those made available. Furthermore, they must provide travel-related information to the students and staff members not bound by an employment contract with USI concerned. They are required to understand and implement the directives provided by USI or the Assistance Provider via the Platform or dedicated app.

4. Travel to destinations with a USI risk level of 5 is prohibited, without exception.
5. Approvals obtained must be kept in a traceable manner.

Art. 10
Travel Approval –
Procedures

1. For travel to destinations with a USI risk level of 3 or 4, approval must be requested in writing by the Travel Organiser from their Line Manager/Supervisor. Approval must be granted before requesting a travel booking from the designated USI staff, or before the travel is booked by the Travel Organiser themselves.
 2. For travel to destinations with a USI risk level of 4, the Dean's approval must be requested in writing sufficiently in advance of the travel booking.
 3. Decisions by the Line Manager/Supervisor and the Faculty Dean regarding travel approval must be communicated in writing. These must also be attached to the travel booking request form to be submitted to the designated USI staff, or to any subsequent claim for the reimbursement of travel-related expenses.
 4. For travel booked well in advance, the Travel Organiser is required to re-check the risk level assigned to the destination country, and the cities to be visited, prior to departure. If the risk level has worsened, the relevant approvals must be sought before departure, or the trip must be cancelled if the risk level has risen to level 5.
-

**Art. 11
Information and
Assistance**

1. USI ensures access to up-to-date information on travel-related health and security risks through the Assistance Provider, in accordance with internally communicated procedures.
 2. Travel Organisers travelling on behalf of USI are required to use the tools provided and the 24/7 contact channels to obtain information and support before and during the trip.
 3. Travel Organisers must share the destination country guides, downloadable from the Provider Platform, with the students and collaborators not bound by an employment contract with USI participating in the trip.
 4. Detailed and up-to-date information is available on the dedicated page of the USI website (<https://www.desk.usi.ch/en/travel-work-purposes>).
-

**Art. 12
Emergency
Management**

1. In the event of a medical or security incident during travel involving a Staff member, a staff member not bound by an employment contract with USI, or a USI student pursuant to Art. 3, the Assistance Provider shall take action to ensure care is provided and, if necessary, shall promptly inform USI. The objective is to ensure a rapid, coordinated response proportionate to the severity of the event.
 2. Priority actions include:
 - a. protecting the individuals involved, ensuring their physical and psychological safety, and providing medical assistance and immediate support;
 - b. communication with and support for family members, informing emergency contacts promptly and offering practical and psychological support;
 - c. safeguarding operational continuity, adopting measures to reduce the impact of the incident on academic and administrative activities and ensuring the restoration of normal conditions as soon as possible.
-

**Art. 13
Travel Insurance**

1. USI Staff members are covered by travel insurance taken out by the employer.
 2. Conversely, collaborators not bound by an employment contract with USI and students are required to arrange adequate private insurance before undertaking travel.
-

**Art. 14
Contacts**

To obtain clarifications and information regarding travel-related risks, Travel Organisers may contact the Assistance Provider's support centre:

iSOS Assistance Centre, Milan

Contact mail: Milan@internationalsos.com

Telephone: +39 02 35 98 95 01

**Art. 15
Entry into Force**

These Provisions shall enter into force on 20.04.2026.
