* Delegated program:
1. Business Exchange
2. Centre for Asia-Pacific Initiatives
3. Co-op Work Term
4. Masters in Global Business
5. International Student Services Exchange

** When a “Special Advisory” is received, the Delegated Program OR Ben McAllister/Carolyn Russell will determine if the university will reach out to the traveller to ensure they received the “Special Advisory” and are safe.

The FIRST person to receive a relevant “Special Advisory” will email the traveller and carbon copy other delegated program contacts and Ben/Carolyn.

*** Critical Incident Activation - a formal procedure to provide for effective coordination across executive portfolios so that the university responds in a timely and effective manner to critical issues.

**** Where there is an “evacuate” email from ISOS in the region where travellers are present, either Risk Management or the Delegated program (whoever receives the email first) will contact Campus Security [250-721-7599] and advise on the available information and request that the On-Call Manager be notified to determine if activation of the Critical Incident Activation procedure should occur.

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** EMAIL ADVISORIES **

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International SOS “Special Advisory”

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* Delegated Program
Non-Delegated Program

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** Contacts traveller to confirm they are safe.
Ben/Carolyn emails traveller

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Has the traveller responded within 10 hours?
Has Ben/Carolyn heard from traveller within 10 hours?

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No further action
Yes

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Notify Program

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Notify:
- AVP Student Affairs
- Special Advisor to the Provost
- Vice Provost
- AVP Financial Planning & Operations

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Global Engagement Coordinates Response

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*** Critical Incident for Executive

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Ben/Carolyn coordinate with Delegated Program

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Program Manages

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Notify:
- AVP Student Affairs
- Special Advisor to the Provost
- Vice Provost
- AVP Financial Planning & Operations

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*** Critical Incident for Executive

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