

AUTO-ASSESSMENT

	Y	N	Details	Quality assessment avenues	Satisfaction (See tab 2)
1			The organization has provided a communication process during the stay.	<ol style="list-style-type: none"> The organization ensures constant communication with its travellers. Communication procedures are adjusted based on the destination's risk assessment. 	
2			Regular means of communication and alternative means are provided.	<ol style="list-style-type: none"> Example of a regular means: A telephone is provided to travellers. Example of alternative means: satellite telephone, access to various cellular networks in the same country; in the event that the networks become unusable or overloaded following a natural disaster or a coup. 	
3			The organization has quick access to resources to manage a risk situation or a crisis.	<ol style="list-style-type: none"> Ability to easily access monetary resources Ability to have people available to manage the crisis in the office. Ability to send someone in the field for support. 	
4			A secure system for managing the travellers' logistical and personal information (medical, passport, insurance, etc.) is used.	<ol style="list-style-type: none"> System with fast and possible access at all times. (ex: intranet) 	
5			The organization has Standard Operating Procedures (SOP) which dictate the actions to be taken for different crisis situations.	<ol style="list-style-type: none"> SOP allow you to respond diligently to various situations (examples: road accident, physical assault, sexual assault, arrest, death, disappearance, kidnapping, medical evacuation, hospitalization, various natural disasters, fire, civil unrest, theft, terrorist attack, hibernation, relocation and evacuation). SOP dictate the actions expected from the affected person and from the organization. 	
6			A crisis unit adapted to international activities is in place.	<ol style="list-style-type: none"> Human resources are dedicated to crisis management. 	
7			The organization has an operational document for its crisis unit (ex: international crisis management protocol)	<ol style="list-style-type: none"> The crisis cell operating document is communicated to relevant stakeholders and roles and responsibilities are incorporated into signed agreements. 	
This crisis management protocol addresses the following:					
7a			• Roles and responsibilities of the crisis cell members (strategic team and operations team)		
7b			• Emergency levels classification		
7c			• Communication procedures (including activation procedure)		
7d			• Conclusion (Evaluation, feedback, postvention)		
7e			• Operations log and its function.		
8			The organization has adequate liability insurance.	<ol style="list-style-type: none"> The organization is aware of the activities covered and those not covered by its policy. 	
9			The organization has adequate health and repatriation insurance for travellers. Otherwise, it requires individuals staying abroad to subscribe to one themselves.	<ol style="list-style-type: none"> When it requires travellers to subscribe to an insurance policy, its inclusions are clearly detailed. 	

Unsatisfactory	Partially satisfactory	Totally satisfactory
Absent item	Incomplete item	Complete element
Practices or document to be developed.	Practices or documents to be improved quickly.	Adequate practices or documents to be improved when possible.
Does not meet the organization's risk tolerance.	Partially meets the organization's risk tolerance.	Is consistent with the organization's risk tolerance.
Does not contribute to effective crisis management.	Contributes in part to the organization's crisis management.	Ensures effective crisis management.