
**Adventure tourism — Safety
management systems —
Requirements**

*Tourisme d'aventure — Systèmes de management de la sécurité —
Exigences*



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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Context of the organization	7
4.1 Understanding the organization and its context	7
4.2 Understanding the needs and expectations of interested parties	7
4.3 Determining the scope of the adventure tourism safety management system	8
4.4 Adventure tourism safety management system	8
5 Leadership	8
5.1 Leadership and commitment	8
5.2 Policy	8
5.3 Organizational roles, responsibilities and authorities	9
6 Planning	9
6.1 Actions to address risks and opportunities	9
6.2 Adventure tourism safety objectives and planning to achieve them	10
7 Support	11
7.1 Resources	11
7.2 Competence	11
7.3 Awareness	11
7.4 Communication	11
7.5 Documented information	12
8 Operation	13
8.1 Operational planning and control	13
8.2 Emergency preparedness and response	14
8.3 Managing incidents	14
9 Performance evaluation	15
9.1 Monitoring, measurement, analysis and evaluation	15
9.2 Internal audit	15
9.3 Management review	16
10 Improvement	16
10.1 Nonconformity and corrective action	16
10.2 Continual improvement	17
Annex A (normative) Adventure tourism risk management process	18
Annex B (informative) Partial examples of tools for safety management	20
Bibliography	22

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is Technical Committee ISO/TC 228, *Tourism and related services*.

Introduction

0.1 Adventure tourism

Adventure tourism is a global industry growing in importance. Whether provided on a commercial, not-for-profit or charitable basis, adventure tourism activities involve an accepted, inherent element of risk and challenge. Taking risks brings rewards but also brings dangers. In order to maximize the rewards, adventure tourism activity providers need to operate as safely as practicable.

This International Standard, ISO/TR 21102 and ISO 21103 provide a basis for adventure tourism activity providers to plan, communicate about, and deliver adventure tourism activities as safely as practicable.

Effective implementation of this International Standard, ISO/TR 21102 and ISO 21103 will help consumers make informed choices about activities and providers.

0.2 Adventure tourism standards

The purpose of adventure tourism standards is to set out the minimum requirements for safety management systems and communication to participants. They are independent entities since they apply to different aspects of adventure tourism.

- this International Standard specifies how the adventure tourism organization manages its operations in terms of safety;
- ISO/TR 21102 provides data on the minimum competence of adventure tourism activity leaders;
- ISO 21103 specifies the minimum information to be communicated to participants and potential participants before, during and after the activity to ensure safety.

0.3 Purpose of this International Standard

The purpose of this International Standard is to set out the minimum requirements for a safety management system for adventure tourism activity providers.

A risk management process is an integral part of a safety management system. A safety management system provides the framework for continual improvement and contributes to the delivery of safe adventure tourism activities.

The safety management system approach encourages providers to analyse their adventure tourism activities, understand participants' requirements, define the processes that ensure safety, and keep these processes under control.

Adventure tourism — Safety management systems — Requirements

1 Scope

This International Standard outlines the requirements of a safety management system for adventure tourism activity providers.

A provider can use this International Standard for the following:

- a) to enhance safety performance;
- b) to meet expectations for participant and staff safety;
- c) to demonstrate safe practice;
- d) to support compliance with applicable legal requirements.

This International Standard can be used by all types and sizes of providers, operating in different geographic, cultural and social environments.

2 Normative references

There are no normative references.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1

organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.9)

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

3.2

interested party

person or *organization* (3.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity

3.3

requirement

need or expectation that is stated, generally implied or obligatory

Note 1 to entry: “Generally implied” means that it is custom or common practice for the organization and interested parties that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example, in documented information.