


# BS8848 Compliance Document

# South Africa 2027

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# 1. Introduction

This document identifies how the Operation Wallacea expeditions to South Africa in 2027 meet the requirements of BS8848 – specification for the provision of visits, fieldwork, expeditions and adventurous activities, outside the United Kingdom. This standard was published by the British Standards Institute in 2007 and updated in 2014 and allows for self-certification to the standard by preparation of reports such as this one. This document goes through the BS8848 specification clause by clause and describes how the standards required are met and in many cases exceeded by the expedition management. The first two sections of the Standard cover scope and definitions, so this compliance document starts with section 3 and includes all the remaining clauses. The BS8848 clauses are reproduced in italics. Section 2 of this document describes the structure of the 2027 South Africa expeditions.

# 2. Structure of the expeditions

See website for details of the dissertation topics and projects available for university students. The website also contains details of the itineraries completed by the school groups. The 2027 survey objective pages for the terrestrial and marine surveys describe the projects in more detail.

# 3. The venture

## 3.1 The venture provider

*Each venture shall have one venture provider who shall be accountable for all elements of the venture.*
Operation Wallacea, Wallace House, Old Bolingbroke, Spilsby, Lincolnshire, UK are the venture provider.

## 3.2 Purpose for the venture

*The venture provider shall:*
*a) ensure that the purpose, aim and objectives of the venture are clearly defined;*
See 2027 survey objectives for the surveys
*b) ensure that all venture activities are identified and support the overall purpose of the venture;*
See 2027 survey objectives for the surveys.
*c) in advance of the venture, agree the aim and objectives with, or communicate them to, the leadership team, potential participants and any stakeholders (as identified in accordance with 5.3);*
Each volunteer and staff member is individually emailed and directed to the survey objectives and staffing page. In addition all university students will have had access to a lecture about the research and individual emails about their itinerary and if doing a dissertation how this fits in with the overall research objectives. School groups joining the expeditions have all had a training session by field staff describing their survey input and how this fits with the overall objectives.

*d) in the pre-venture literature, present the nature of the venture activities, the amenities and the facilities to be used during the venture in a clear, accurate and accessible format to the leadership team and all participants (and other stakeholders on request).*
Details given in the brochure and during initial joining presentation. Additional information available on the web site (www.opwall.com).

## 3.3 Planning the venture

3.3.1 *Planning shall be carried out by the venture provider to ensure compatibility with the purpose of the venture, the abilities of the leadership team and participants, and the activities that are to be undertaken during the venture.*
Budgets and operations plans are prepared in January and updated every month prior to the start of the expeditions. The venture provider has carried out an application and interview process for all staff to ensure that they are compatible with the purpose of the venture.

3.3.2 *The locations to be visited shall be researched to ensure compatibility with the purpose of the venture, the abilities of the leadership team and participants, and the activities that are to be undertaken during the venture.*
*NOTE A reconnaissance of the location, the venture activities and the third party providers should be performed where practicable.*
A site visit is undertaken prior to the expedition by a senior Operation Wallacea staff member to update the risk assessments, site and project descriptions, medical and evacuation and other safety and environmental documents.

3.3.3 *A venture itinerary, overall timetable and budget for the venture shall be prepared, monitored and maintained by the venture provider.*
Budgets and operations plans are prepared in January and updated every month prior to the start of the expeditions.

3.3.4 *The venture provider shall evaluate the environmental and cultural impacts of the venture and, if necessary, take steps to mitigate these impacts where practicable.*
A site visit is undertaken prior to the expedition by a senior Operation Wallacea staff member to update the risk assessments, site and project descriptions, medical and evacuation and other safety and environmental documents. The venture leader includes local communities within decision making process where applicable.

3.3.5 *Plans for travel and accommodation shall be prepared in accordance with 6.3 and 6.4.*
See travel section of website, risk assessments and audit forms.

3.3.6 *A risk assessment and management system shall be initiated by the venture provider in accordance with Clause 4 to clarify the associated risks and benefits.*
Risk assessments produced for all aspects of the expedition and regularly auditing during the venture.

## 3.4 Permissions

3.4.1 *The venture provider shall identify the permissions needed for the venture and shall ensure that they have been obtained.*
*NOTE Permissions that might need to be obtained include those for travel (such as passports, visas, local permits and medical certificates); informed consent from parents, legal guardians or employers; and performing venture activities (such as collection and removal of specimens).*
See before you go and travel pages for the information provided to participants about passports and visas. Research permits are needed from the various National Parks and government bodies and these are all obtained by the third party providers.

3.4.2 *Where the venture impacts on a host community, prior and continued informed consent of the local community shall be established.*
Consent agreed by venture leader or third party provider with communities in areas where this clause is relevant.

## 3.5 Finance

3.5.1 *The venture provider shall supply all participants with a summary statement of the costs of the venture and an estimate of any additional charges that are likely to be incurred.*
There are no mandatory additional charges for participants for the venture period. Participants are informed on booking of the cost of the venture itself and any optional expenses.

3.5.2 *The venture provider shall ensure that:*
*a) a budget is prepared for the venture;*
*b) funds sufficient for the venture are available and accessible in the field;*
*c) procedures are established for the management of finances during the venture, including contingencies and emergencies.*
Monthly operations and budget plans for the expedition are produced from January onwards up until and during the expeditions.

## 3.6 Venture continuity

3.6.1 *The venture provider shall assess the continuity of the plan for the venture to confirm that the entire period between venture commencement and venture completion is provided for.*
Monthly operations and budget plans for the expedition are produced from January onwards up until and during the expeditions.

3.6.2 *Where the venture provider allows time outside its jurisdiction, it shall include a statement to that effect in the pre-booking information and the contract. The statement shall include reference to the importance of the participant making adequate insurance provision for any time outside the jurisdiction of the venture provider.*
*NOTE In the absence of such a statement, time outside the jurisdiction of the venture provider is neither included nor permitted and the venture provider accepts responsibility for the venture throughout its entire duration.*

A statement to this effect is on the booking forms. The insurance purchased by Operation Wallacea covers participants for times outside of the Operation Wallacea expedition dates.

3.6.3 *For periods of time outside the jurisdiction of the venture provider, the start and finish times shall remain the venture provider's responsibility and shall be managed and monitored in accordance with predetermined procedures established prior to the venture.*
The start and finish times are communicated to participants at least 12 months in advance as they are published in our sales materials. Any changes to these times will be communicated by email or by phone as necessary.

3.6.4 *The inclusion of time outside the jurisdiction of the venture provider and the management of its start and finish shall be a specific element of risk assessment undertaken in conformity with the written risk assessment (4.3.2) and risk management during the venture (4.4).*
Risk assessments include these periods of time.

## 3.7 Contingency, incident and emergency planning

### 3.7.1 Contingency planning

3.7.1.1 *The venture provider shall prepare a contingency plan that indicates what actions are to be taken if, for whatever reason, the proposed venture itinerary or plans need to be altered during the venture.*
Operation Wallacea has a written contingency plan for a number of possible scenarios developed in collaboration with third party providers. See risk assessments and evacuation procedures.

3.7.1.2 *Risks identified in the risk assessment process shall be used to determine the level of contingency planning.*
See 3.7.1.1

3.7.1.3 *The contingency planning shall include provision for when any participant or member of the leadership team does not reach, or maintain, the required level of competence.*
*NOTE Contingency plans are likely to include responses to:*
*a) illness or injury to a participant or a member of the leadership team, or their next of kin;*
*b) change to the participant to leadership team ratio;*
*c) change of route or activities;*
*d) change in social or political stability;*
*e) extreme natural events (including deteriorating weather);*
*f) transport delay, breakdown or transport identified as unacceptable by safety assessment;*
*g) theft or loss of money/need for additional funds;*
*h) damage to or loss of critical equipment or clothing.*
These requirements are covered by staff code of conduct, risk assessments and evacuation procedures.

3.7.1.4 *Any contingency plan shall be issued to the leadership team.*
Copies of all health and safety documents are given to leadership team members and available for all participants on our website.

### 3.7.2 Incident and emergency response

3.7.2.1 *Contingency planning shall include a documented incident and emergency response plan that includes daytime and night-time provisions for:*
*a) the division of responsibilities between the venture provider and the venture leader;*
*b) the procedures which are to be implemented in response to an incident or emergency, including resolution by those on the venture and/or using external agencies;*
*c) emergency communications in accordance with 3.8.3;*
*d) financial provision for responding to incidents and emergency;*
*e) response to medical incidents/emergencies, including:*
*1) options for medical services and support available at all stages of the venture;*
*2) contact details for medical services and support at all stages of the venture;*
*3) actions for specific medical needs of any member of the venture;*
*f) repatriation or evacuation procedures;*
*g) response to civil unrest and natural disasters;*
*h) missing person procedures;*
*i) the support which is to be provided to stakeholders and how that is to be provided;*
*j) media management;*
*k) participants' passport details.*
These requirements are covered by evacuation procedures, risk assessments and personal details collected prior to the start of the venture.

3.7.2.2 *The venture provider and the venture leader shall have access to information to implement an incident or emergency response.*
See 3.7.2.1

3.7.2.3 *The venture provider shall instruct the leadership team and in-country representative of their roles, responsibilities and actions with regard to the implementation of the incident and emergency response plan.*
The leadership team are given a health and safety briefing on arrival which includes their role during an emergency.

3.7.2.4 *The venture provider shall indicate in pre-contractual information that all members of the venture, and other stakeholders on request, shall be provided prior to departure with a summary of the incident and emergency response plan. Where the participant is under 18 years of age or a vulnerable adult, this information shall also be provided to the participant's parent or legal guardian.*
All health and safety documents, including evacuation procedures, available to participants on the website.

3.7.2.5 *The venture provider shall ensure that the stakeholders are briefed about their roles and responsibilities, if any, within the incident and emergency response plan.*
See 3.7.2.3

## 3.8 Communication

### 3.8.1 General

3.8.1.1 *The venture provider shall ensure that a communication plan is established prior to the venture.*
See medical and evacuation plan

3.8.1.2 *The communication plan shall include:*
*a) routine communications conforming to 3.8.2;*
*b) emergency communications conforming to 3.8.3;*
*c) when the venture leader, in-country representative, or participant on an individual placement is expected to contact the home representative.*
*NOTE The communication plan might include agreed times for contact and a procedure for when contact is not achieved.*
See medical and evacuation plan

3.8.1.3 *Prior to the start of the venture, the venture provider shall inform the leadership team and participants as to what communication options are available to them and their next of kin during the venture.*
See contacts page on the web site

### 3.8.2 Routine communications

*The venture provider shall ensure that there is the capability to initiate two-way communication between those on the venture and the venture provider, by either party, to an agreed schedule.*
See contacts page on the web site. A communications schedule is set up for routine communications between UK office and the venture leader.

### 3.8.3 Emergency communications

*3.8.3.1 The venture provider shall ensure that a method of communicating between those on the venture and the venture provider, in the event of an emergency, is established pre-venture.*
*NOTE In the case of remote ventures, availability of a secondary back-up method of communicating is recommended, in case the primary method becomes unusable.*
See medical and evacuation plan

3.8.3.2 *The chosen methods of communication shall be checked as available and effective.*
All communication systems tested prior to venture start.

3.8.3.3 *The venture provider shall provide the leadership team with a list of emergency contact numbers, relevant to the venture, for the:*
*a) venture provider;*
*b) leadership team;*
*c) a local in-country representative;*
*d) diplomatic missions (e.g. embassy or consuls) for all nationalities in the team;*

*e) emergency services;*
*f) airlines (national and international) and/or other transport providers;*
*g) emergency medical repatriation services and insurance companies;*
*h) nominated emergency contacts for the participants and leadership team.*
See medical and evacuation plan

3.8.3.*4 In the event of the venture provider needing to contact a participant or member of the leadership team about an emergency external to the venture, the venture provider shall be able to contact those on the venture within an agreed time frame.*
*NOTE This may be via scheduled call-ins and/or via an in-country representative.*
The UK office has an emergency 24-hour number that can be contacted throughout the venture. The office is then able to contact the venture leader or leadership teams.

3.8.3.5 *The venture provider shall ensure that more than one member of the venture is capable of operating the communication equipment being used.*
All venture staff receive training on arrival in evacuation procedures and communications systems.

### 3.8.4 Communication between the leadership team, participants and local staff

*The venture provider shall ensure that in the event of an incident, the capability exists to communicate between the leadership team, participants, local staff and local authorities.*
See medical and evacuation plan

## 3.9 Insurance

### 3.9.1 General

3.9.1.1 *The venture provider shall identify what insurance cover is in place for the venture and any aspects of the venture that are not covered. This information shall be provided to participants and the leadership team (and stakeholders when requested).*
*NOTE The venture provider should seek professional advice from an insurance broker on the type and level of insurance cover needed for the venture.*
Operation Wallacea has Tour Operators Liability insurance which covers public and product liability to the value of £10 million, professional indemnity to the value of £250,000 and employer's liability to £10 million. All staff and volunteers are required to have medical and travel insurance to cover their time on expedition and provide these details to us in advance.

3.9.1.2 *Where a participant or a member of the leadership team obtains their own insurance, the venture provider shall request details of their insurance cover to enable implementation of the planned emergency response.*
*NOTE If the risks to be managed dictate, the venture provider might have to exclude someone from participating if they do not have the necessary insurance cover for the venture.*
Details of any additional insurance are collected prior to the start of the expedition.

### 3.9.2 Public liability

*The venture provider shall have public liability insurance for all aspects of the venture and ensure that it is in place for all participants and members of the leadership team and the support team.*
See 3.9.1.1

### 3.9.3 Third party insurance

*Where the venture provider uses a third party provider, the venture provider shall ensure that the third party service is covered by insurance. This information shall be provided to participants (and stakeholders when requested).*
*NOTE Attention is drawn to the availability of Tour Operators' Liability Insurance and similar policies and the requirements relating to third party providers in 6.2.*
Operation Wallacea insurance covers the third party providers.

### 3.9.4 Medical, evacuation and repatriation insurance

*Where the venture provider covers the medical insurance for the leadership team or a participant, this information shall be provided to those individuals to whom the insurance applies (and stakeholders when requested) and the medical insurance shall include:*
*a) emergency assistance and repatriation, including, where possible, air ambulance and air transport costs;*
*b) emergency dental treatment; and*
*c) travel and accommodation expenses for a minimum of one person who has to travel to, remain with or escort an incapacitated insured participant.*
*NOTE Where an individual has their own medical insurance arrangements, it is in their interest to make sure the venture provider has all the details. Further, if the risks to be managed dictate, a venture provider might have to forbid someone from participating if they do not pass the necessary information to them before departure.*
See 3.9.1.1

# 4 Risk management

## 4.1 Safety policy

*The venture provider shall ensure that all parts of the venture are covered by a written policy relating to safety and health that includes:*
*a) an overview of the organization's approach to risk management;*
*b) an inclusion and accessibility statement;*
*c) a protection statement for under 18 year olds and vulnerable adults, if any participants are in these categories;*
*d) a code of conduct for all those on the venture and the disciplinary action that will be taken if the code is broken.*
Risk assessments are completed and repeatedly audited during the venture. All staff are required to sign a code of conduct.

## 4.2 Risk assessment and management system

4.2.1 *The safety policy shall be implemented using a documented risk assessment and management system. This system shall focus on planning the venture to ensure that the risk exposure is consistent with the stated objectives of the venture.*
Covered in risk assessments and approach to health and safety page on the website.

4.2.2 *The risk assessment and management system shall address the planning, organizing, managing, monitoring and reviewing of the venture, including:*
*a) identification of the required competencies of the leadership team and capability of participants;*
*b) planning and communication of the risk exposures and their management;*
*c) the implementation of risk management throughout the venture.*
See risk assessments and audit forms

4.2.3 *The venture provider shall ensure that threat and risk assessments are compiled and maintained for all parts of the venture by competent persons both before and throughout the venture.*
The venture leader is responsible for compiling risk assessments and for ensuring audits are completed by the leadership team.

4.2.4 *The venture provider shall have a process in place to manage the risks identified throughout the venture consistent with the stated purpose of the venture.*
Audits completed during venture and non conformances to be addressed by venture leader.

4.2.5 *If a risk identified during the planning process cannot be mitigated to a level acceptable to the venture provider, the venture provider shall have a process in place to eliminate exposure to that risk.*
*NOTE This may include altering a venture itinerary.*
All activities within the venture are predetermined and thus would not be included in the itinerary if it was felt that suitable risk management could not be put in place. Any changes in activity during the venture that would result in such a situation are to be altered.

4.2.6 *A governance process shall be implemented whereby the directors of the venture provider (or their equivalent) ensure that the threat and risk assessment of each venture is approved either by them or by their delegated competent person, before commencement of the venture.*
Risk assessments are compiled by the venture leader and prior to each venture and available to review by the Operations Director.

4.2.7 *Prior to contractual commitment the venture provider shall inform all participants and members of the leadership team of the outcomes of the threat and risk assessment (and stakeholders when requested).*
Risk assessments available to all participants on the website.

4.2.8 *The risks specifically associated with transport, accommodation, venture activities and non-activity time shall be explicitly communicated to participants if they are outside of the participants' normal experience, pose specific risks or require special skills.*

*NOTE This might take the form of a risk summary.*
Participants are made aware of venture specific risks during pre departure training and health and safety briefings on site.

## 4.3 Risk management in the venture planning

### 4.3.1 Threat assessment

*The venture provider shall ensure that a threat assessment of the geopolitical risks en route to and in the proposed destination country is undertaken and maintained, including as a minimum the following elements:*
*a) Consideration of security, political and health threats and natural hazards;*
*b) Consideration of the Foreign and Commonwealth Office travel advice;*
*c) Identification of the measures to be taken to reduce or manage the threats identified;*
*d) Identification of the method used to maintain the threat assessment during the planning and provision of the venture;*
*e) Identification of the principal sources, author, date compiled and date of any updates.*
Participants are directed via the Opwall web site to the Foreign and Commonwealth Office travel advice page for South Africa. This is also covered by the risk assessments.

### 4.3.2 Written risk assessment

*The venture provider shall assess the health, safety, environmental and cultural risks associated with the proposed venture, including provision by third parties. The venture provider shall keep and maintain a written record of the main findings. This risk assessment shall, as a minimum, include the following elements:*
*a) competence of the participants and leadership team;*
*b) outcomes of the threat assessment;*
*c) analysis of health, safety, environmental and cultural risks;*
*d) potential risks:*
*1) To those on the venture;*
*2) Caused by those on the venture to others;*
*3) Caused by the venture to others;*
*NOTE If unsupervised contact with under-18-year-old local individuals or vulnerable adults is included in the venture, the risks and their management should be included in the risk assessment.*
*e) Identification of the management measures, including:*
*1) The methods of supervision and staffing ratios;*
*2) Whether male and female leaders are to be included on mixed gender participant ventures;*
*3) The arrangements for the start and finish times of any period that is outside the jurisdiction of the venture provider;*
*f) The method used to ensure that safety management measures are effectively communicated, implemented, monitored and reviewed;*
*g) Identification of the principal reference sources, author, date compiled and date of any updates.*
The venture provider has written risk assessment procedures in place which are regularly audited during the venture.

## 4.4 Risk management during a venture

*The venture provider shall ensure that the leadership team in the field is competent and able to:*
*a) Conduct dynamic risk assessments throughout the venture, including of transport and accommodation;*
*b) Communicate the required actions arising from the dynamic risk assessment to the leadership team, participants and others on the venture;*
*c) Prior to using the services of any third party provider, complete an appraisal of the third party provider's services in accordance with 6.2 and confirm the third party provider's duties and responsibilities;*
*d) Implement plans for contingencies as part of the risk management system.*
Regular audits are performed throughout the venture and non conformances will be recorded along with action taken to correct them, this may result in a change to risk assessments during or after the venture.

## 4.5 The participants' role in risk management

*The venture provider shall make the participants aware of the following, and the requirement to be actively engaged in:*
*a) taking reasonable care of themselves and others, including actions required of them arising from risk assessment;*
*b) following instructions from the leadership team;*
*c) bringing concerns about their own safety, health and well-being and those of others to the attention of the leadership team or supervisors;*
*d) complying with the code of conduct [see 4.1d)].*
*NOTE The Health and Safety Executive provides advice, information and guidance on equivalent risk management in the UK. See www.hse.gov.uk for further details.*
All participants receive health and safety briefings as part of their pre departure training and on arrival.

# 5 People

## 5.1 Venture leader, leadership team and support personnel

### 5.1.1 General

5.1.1.1 *The venture leader, leadership team and support personnel (if any) shall be selected so that they possess personal qualities, experience and communication skills relevant to the profile of the participants and the venture. This shall consider both non-technical and any technical elements of the venture.*
Applicants for field positions are requested to send in a CV and covering letter detailing their relevant experience and qualifications. Suitable candidates are interviewed to further establish suitability for the role.

5.1.1.2 *The venture provider shall have a written statement that details the minimum competencies required of the leadership team for:*
*a) the activities for which the leadership team are responsible;*

*b) the environment in which the venture takes place;*
*c) the needs and abilities of the participants;*
*d) the supervision and management of individuals and groups.*
A written statement is provided in all job postings and contracts.

5.1.1.3 *The venture provider shall gather evidence that members of the leadership team are competent in accordance with the written statement (see 5.1.1.2). This evidence shall be documented.*
See 5.1.1.1

5.1.1.4 *Evidence of competence shall be identified through one or a combination of the following:*
*a) experience of ventures of a similar nature;*
*b) in-house training and assessment;*
*c) a relevant and current national or international qualification or award.*
See 5.1.1.1

5.1.1.5 *The venture leader, leadership team and support personnel (if any) shall be assigned to duties within their proven area of competence, as defined by the venture provider.*
Candidates are assigned positions suitable in nature to their qualifications and experience.

**5.1.2 Venture leader**

5.1.2.1 *There shall be one venture leader per venture.*
The Venture Leader for this project is Bernice Hyett, who has been involved in running Opwall expeditions for 6 years, and has been selected in accordance with the outlined criteria (see section 5.1.1.1), by Caroline Acton, Director of Operations for this venture. Bernice will be based at Somkhanda and will be mobile to visit Sodwana when needed. The venture leader is responsible for ensuring the correct level of leadership is provided for each of the different projects and sites, and to check that the designated leaders have the requisite qualifications and/or experience.

5.1.2.2 *The venture provider shall select a competent person as the venture leader in accordance with 5.1.1.1.*
See 5.1.1.1

5.1.2.3 *The venture provider shall have a procedure for ensuring the venture leader is informed of the skills and experience of the leadership team and the composition, known needs and experience of each participant in accordance with 5.2.*
Copies of the CV's of all staff are sent to the venture leader and he/she selects the most appropriate staff to appoint. Data on medical and food issues for all staff and participants are forwarded to the various leaders ahead of the expedition start.

**5.1.3 Leadership team**

5.1.3.1 *The venture provider shall:*
*a) identify a substitute venture leader who is available to take full control in the event that the venture leader is unable to fulfil their function; or*

*b) inform participants (and stakeholders when requested) that, in the event that the venture leader is unable to fulfil their function, the venture shall be restructured or curtailed; or*
*c) establish a combination of both a) and b).*
Imogen Vieten is the Deputy Venture Leader and has experience leading student groups in South Africa. Imogen will be based in Gondwana managing this terrestrial site.

5.1.3.*2 For mixed gender ventures, the venture provider shall consider as part of the written risk assessment the inclusion of both males and females in the leadership team.*
There are male and female staff members at all camps.

5.1.3.3 *For ventures where participants are under 18 years of age, or are vulnerable adults, the venture provider shall select the leadership team in accordance with 5.1.4 and 5.2.3.*
The only participants under 18 are some of those participating with school groups, these will be accompanied by teaching staff. The teachers are all Criminal Record Bureau checked and stay with the students overnight at each location.

5.1.3.4 *The venture provider shall obtain written confirmation that the members of the leadership team agree to comply with the relevant venture provider's policies on safety and health, inclusion and accessibility, child protection (if relevant) and code of conduct [see 4.1d)].*
All staff members are required to sign a Code of Conduct.

5.1.3.5 *The venture provider shall provide the leadership team with details of the venture provider's insurance policies. This shall include details of any employer's liability insurance, public liability insurance and medical insurance.*
*NOTE Further requirements for insurance are specified in 3.9.*
Operation Wallacea has Tour Operators Liability cover which covers public and product liability to the value of £10 million, professional indemnity to the value of £250,000 and employers liability to £10 million. All staff and volunteers insurance details are collected in advance and provided to the relevant field staff in advance.

**5.1.4 Venture activity specialist working with under 18s**

5.1.4.1 *Where participants are:*
*a) under 18 years old; and*
*b) not accompanied by their parent or legal guardian, the provisions of 5.1.4.2, 5.1.4.3 and 5.1.4.4 shall apply.*
See 5.1.4.2, 5.1.4.3 and 5.1.4.4

5.1.4.2 *Evidence of competence of the venture activity specialist(s) shall be identified through one or a combination of the following:*
*a) experience of ventures of a similar nature, endorsed by a statement of competence from a subject matter expert;*
*b) in-house training and assessment by a subject matter expert;*
*c) a relevant and current UK national or local equivalent, or international, qualification or award.*
Any venture activity specialists are required to evidence their relevant experience and qualifications prior to the venture.

5.1.4.3 *Subject matter experts consulted in accordance with 5.1.4.2a) and b) shall have the experience and qualifications equivalent to assessors of the relevant UK NGB award (if existing) or the local in-country equivalent award.*
See 5.1.4.2

5.1.4.4 *A statement of individual competence (see 5.1.4.2) shall be in the form of a written statement giving the:*
*a) name of the person to whom it applies;*
*b) scope of the statement;*
*c) name, experience and qualifications of the person making the statement;*
*d) criteria used to determine competence;*
*e) date and content of any assessment.*
A record of individual competences shall be kept in the form of their CV and covering letter.

**5.1.5 Individual placements and lone workers**

*An individual placement or lone worker acting as both a participant and venture leader, as a minimum, shall be supported via remote supervision (5.4.4).*
*NOTE Participants taking an individual placement assume additional responsibilities as they take on the role of venture leader (2.9) and participant (2.12) in combination. Individual placements and their venture provider need to establish a mutual understanding of what this arrangement entails.*
There is one leader for each of the sites and activities that provide the support in the field where the Venture Leader is unable to directly supervise.

**5.1.6 Support personnel**

*5.1.6.1 In-country representative*
*The venture provider shall identify an in-country representative to support the response to an incident or emergency.*
*NOTE In-country support may be via the British Embassy or British consular representative.*
The third party provider Wildlife and Ecological Investments (WEI) support procedures in the event of an emergency.

5.1.6.2 *Home representative*
*The venture provider shall ensure that the home representative is competent in areas relating to:*
*a) their on-call role;*
*b) incident and emergency response.*
The UK office will be contactable 24hrs per day during the season. Pippa Tozer will be the emergency incident manager. Pippa is an Operation Wallacea Director and has worked for the organisation for more than 20 years. She has lead groups on expeditions all over the world and has coordinated incident responses on many occasions for all manner of situations.

5.1.6.3 *Subject matter experts*
*The venture provider shall ensure that subject matter experts are accessible to the leadership team to provide advice and support within their specific competencies.*
The venture leader is able to make contact with all staff members on the venture.

## 5.2 Identification of potential participants

### 5.2.1 Selection of potential participants

*The venture provider shall establish the criteria to be applied for inclusion of participants in relation to the purpose, demands and anticipated level of difficulty of the venture. The venture provider shall communicate to stakeholders the criteria for inclusion of participants.*
*NOTE Criteria for consideration might include fitness, attitude, team working ability, mobility, behaviour, psychological needs, pre-existing medical conditions, dietary requirements and cultural or religious requirements.*
The health and safety pages of the Operation Wallacea web site have a section describing the fitness levels required for each expedition. Dietary and medical requirements are screened prior to the expedition by the venture leader and medics participating on the expedition.

### 5.2.2 Information about potential participants

5.2.2.1 *For each potential participant, the venture provider shall obtain their:*
*a) name;*
*b) date of birth;*
*c) gender;*
*d) nationality.*
Each volunteer and staff member has to complete personal and medical details sections on an online portal which includes but is not exclusive to all the information from a-d.

5.2.2.2 *For each potential participant, the venture provider shall request information in relation to the nature of the venture with regard to:*
*a) capability to partake in the venture activities based on the anticipated level of difficulty;*
*b) previous venture experience (if any);*
*c) disabilities, behavioural or other special needs.*
All those diving on the expedition also have to complete a PADI medical questionnaire. These questionnaires are then reviewed by the in-house safety officer and any with potentially serious medical conditions passed onto the external medical doctor advisor to the expeditions for further investigation. In addition with the schools groups all participants are advised to complete a bleep test during the pre-expedition training so they can assess their fitness levels.

5.2.2.3 *The venture provider shall warn participants that failure to declare information requested in 5.2.2.4 might jeopardize the individual's ability to participate, and possibly the viability of the venture itself.*
The personal details and medical sections filled in by participants contain a statement making the participant aware that they are required to disclose all relevant information and failure to do so is their responsibility.

### 5.2.3 Protection of a participant under 18 years of age or a vulnerable adult

*The venture provider shall ensure that members of the leadership team who have unsupervised contact with participants have been checked for their suitability to work with participants under 18 years of age and vulnerable adults.*
*NOTE 1 Suitability should be determined by:*
*a) interview;*

*b) checking references;*
*c) checking employment records; and/or*
*d) self-declaration.*
*NOTE 2 The Disclosure and Barring Service can be used to help providers make informed recruitment decisions on current vetting and barring procedures in the UK, but does not replace the assessment of suitability.*
Completing blanket coverage of CRB checks on all staff and students is not possible since a number are from outside the UK and so could not be checked through the UK system. Operation Wallacea therefore ensures that at all locations where pupils are sleeping that there is a CRB staff member in attendance. The accompanying teachers are already CRB checked and there will always be an accompanying teacher at any overnight location. All medical staff are also required to be checked and will have had enhanced checks completed by either their place of work. Additionally all Operation Wallacea staff in the field are required to sign a code of conduct before they are employed. This commits each staff member to not entering into relationships with school volunteers as well as conformity to restrictions on alcohol use and a complete ban on drug abuse. Operation Wallacea will dismiss any staff that do not follow the code of conduct.

## 5.3 Stakeholders

*As a minimum the venture provider shall include the following as stakeholders:*
*a) where a participant is under 18 years of age or a vulnerable adult, the venture provider shall identify a parent or legal guardian as a stakeholder;*
*b) where a participant is a member of an organization (e.g. educational, volunteer or charitable body) associated with the venture but not taking the venture provider role, the venture provider shall identify that organization as a stakeholder and identify who is the responsible person in that organization.*
*NOTE Venture providers are advised to maintain a record of those who they consider to be stakeholders in the venture.*
For participants under 18 their teachers shall act as stakeholders.

## 5.4 Supervision and staffing ratios

### 5.4.1 General

5.4.1.1 *The venture provider shall designate a venture leader who has the task of overall supervision.*
See 5.1.2.1

5.4.1.2 *The venture provider shall implement the type of supervision identified in the risk assessment (4.3.2).*
See 4.3.2

5.4.1.3 *Where supervision is to be:*
*a) direct, it shall conform to 5.4.2;*
*b) indirect, it shall conform to 5.4.3;*
*c) remote, it shall conform to 5.4.4.*

*NOTE The decision as to whether supervision is direct, indirect or remote depends on the maturity, experience and competence of the participants, and their knowledge of the locations and ability to undertake the venture activities.*
Audits are performed by the venture leader or a designated staff member and sufficient staff are available to ensure safety procedures are followed by all participants.

5.4.1.4 *Where indirect or remote supervision is to be provided, the venture provider shall establish arrangements for its management, including disciplinary action in the event that those arrangements are not met. Details of the arrangements and sanctions shall be communicated to the participants and the leadership team (and stakeholders on request) before the venture.*
No remote or indirect supervision occurs within the venture, all activities are directly supervised by Operation Wallacea staff.

5.4.1.5 *The factors to be taken into account when deciding on the composition of the leadership team and the ratio of the number of leaders to participants shall include the:*
*a) nature of the venture and its activities and location;*
*b) experience of the group involved and the needs of the individuals within the group;*
*c) environment and conditions in which the venture takes place;*
*d) experience of the leadership team;*
*e) requirements of external agencies affecting the venture.*
*NOTE Requirements of external agencies might include, for example, those of local authorities in the case of schools, NGBs or national requirements of the host country relating to guiding qualifications.*
These factors are taken into consideration during the selection of the leadership team members and structure.

5.4.1.6 *The venture provider shall inform the venture leader that it is the venture leader's responsibility to:*
*a) allocate specific supervisory duties;*
*b) allocate a competent leader to each sub-group, where groups are subdivided, during the venture.*
Venture leaders are informed of their role and responsibilities in advance of the venture and are made aware of the importance of selecting leadership team members with the correct attributes.

5.4.1.7 *The venture provider shall inform the venture leader and the leader of any sub-groups that it is the leaders' responsibility to know the number and identities of the participants they are responsible for supervising.*
Included in numbers and budget plans reviewed monthly prior to and during the venture.

**5.4.2 Direct supervision**

5.4.2.1 *When the need for direct supervision has been identified in accordance with 4.3.2, the venture provider shall ensure that a nominated member of the leadership team is present at all times.*

*NOTE Direct supervision is usually appropriate for less experienced groups, group members with special educational or behavioural needs, or when undertaking particularly hazardous activities.*
All activities are directly supervised by staff members, no activities occur with the jurisdiction of the venture that are not accompanied

5.4.2.2 *The venture provider shall instruct the nominated member of the leadership team, as a minimum, to:*
*a) know where all participants are at all times;*
*b) comply with the risk management measures;*
*c) monitor and respond to behavioural changes in the group/individuals;*
*d) stop an activity for an individual or the team if it is deemed to be too hazardous.*
Each venture camp has a designated staff member managing the camp and overseeing that correct procedures are followed and that the location of all team members is noted.

**5.4.3 Indirect supervision**

5.4.3.1 *Where indirect supervision has been identified in accordance with 4.3.2, the venture provider shall be satisfied that the participants have the necessary competence for the venture to be supervised indirectly.*

5.4.3.2 *Full details of responsibilities and how indirect supervision functions shall be provided to participants (and other stakeholders on request) before the venture starts. Where a participant is under 18 years of age or a vulnerable adult, this information shall also be provided to the participant's parent or legal guardian.*
See 5.3

5.4.3.3 *When supervision is indirect, the venture provider shall ensure that:*
*a) participants are sufficiently trained and assessed as competent for the level of activity to be undertaken, including safe conduct and emergency procedures;*
*b) clear and understandable boundaries are set for all members of the venture;*
*c) there are clear lines of communication between the participants and the leadership team;*
*d) a member of the leadership team monitors the progress of each of the participants;*
*e) there is a recognized point at which the activity is completed;*
*f) when the activity cannot be completed safely, there are clear arrangements to adjust the level of supervision or adjust or terminate the activity.*
All activities are accompanied by staff members.

5.4.3.4 *The venture provider shall ensure that the venture leader has the competence and resources to intervene in a manner determined by the safety management system in accordance with 4.3.2, 4.4 and 4.5.*
All staff and participants overseen by leadership team and venture leader.

**5.4.4 Remote supervision**

5.4.4.1 *Where remote supervision has been identified in accordance with 4.3.2, the venture provider shall be satisfied that the participants have the necessary competence for the venture to be supervised remotely.*

*NOTE Remote supervision is the minimum level of supervision for individual placements/lone workers. This may be supplemented by direct and/or indirect supervision arranged by the venture provider with third parties.*
No remote supervision occurs on the venture

5.4.4.2 *Full details of responsibilities and how the remote supervision functions shall be provided to participants (and other stakeholders on request) before the venture starts. Where a participant is under 18 years of age or a vulnerable adult, this information on how the remote supervision will function shall also be provided to the participant's parent or legal guardian.*
*NOTE Remote supervision is rarely suitable for participants under 18 or for vulnerable adults.*
No remote supervision occurs on the venture

5.4.4.3 *When supervision is remote, the venture provider shall ensure that:*
*a) participants are sufficiently trained and assessed as competent for the anticipated level of difficulty of the planned activity, including safe conduct and emergency procedures;*
*b) clear and understandable boundaries are set, including the participant understanding the additional responsibilities placed upon them;*
*c) there is a clear line of communication from the participant to the remote supervisor;*
*d) the remote supervisor monitors the participant's progress;*
*e) there is a recognized point at which the activity is paused or suspended while the participant is on time outside the jurisdiction of the venture provider and when it is completed/terminated;*
*f) when the activity cannot be completed safely, there are clear arrangements to adjust the level of supervision or adjust or terminate the activity.*
No remote supervision occurs on the venture

5.4.4.4 *The venture provider shall ensure that the remote supervisor has the competence and the resources to intervene in a manner determined by the safety management system in accordance with 4.3.2, 4.4 and 4.5.*
*NOTE Management of indirect or remote supervision is likely to include instructions relating to:*
*a) the start and finish times and locations;*
*b) clear geographic boundaries;*
*c) any required or prohibited activities;*
*d) an explanation of any additional responsibilities placed upon the participant;*
*e) where and how a member of the leadership team can be contacted;*
*f) whether a member of the leadership team actively monitors the participants or not;*
*g) any arrangements to pause remote supervision if this becomes necessary;*
*h) whether participants are required to tell the leadership team of their intentions for all or parts of the time period and/or report out and report back.*
No remote supervision occurs on the venture

## 5.5 Induction and training

### 5.5.1 General

5.5.1.1 *The venture provider shall use the risk assessment in accordance with 4.3.2 to define competencies required in both the leadership team and participants. Any shortfall between current and required competencies shall be mitigated via induction and training.*
All staff members are chosen with the venture activities in mind.

5.5.1.2 *The venture provider shall verify that:*
*a) all identified pre-venture and on-venture induction and training have been provided;*
*b) competency has been achieved by both the leadership team and participants.*
The venture leader oversees all pre departure training to ensure that all relevant information is covered, key issues are then reiterated on arrival in safety and activity briefings.

### 5.5.2 Leadership team

5.5.2.1 *The venture provider shall ensure that the leadership team receives training in:*
*a) the venture provider's operating procedures;*
*b) implementing the incident and emergency plan.*
The venture leader oversees all pre departure training for the leadership team to ensure that all relevant information is covered. Key issues are then reiterated on arrival in safety and activity briefings.

5.5.2.2 *The venture provider shall establish procedures that require the venture leader to introduce themselves and the members of the leadership team to the participants prior to or at the commencement of the venture.*
See 5.5.2.1 and 5.5.1.2

### 5.5.3 Participants

5.5.3.1 *Prior to the venture*
*COMMENTARY ON 5.5.3.1*
*It is good practice for a venture provider to keep a log indicating that each participant has received and acted upon the requests made in preparation for the venture, especially if a minimum standard is required for an individual to participate in any of the venture activities.*
*The venture provider should organize at least one pre-venture meeting with all participants and the leadership team where feasible. Where this is not possible this information should be given to all members of the venture in writing and a means of communication established to respond positively to any questions that might arise from this information.*
*The venture provider shall ensure that information and advice are given in writing to participants for those parts of the venture that require:*
*a) training related to any activities to be undertaken on the venture;*
*b) procurement of safety or specialist clothing and equipment;*
*c) language training;*
*d) information on the venture location and venture activities to be undertaken;*
*e) passports, visas and other essential travel documentation;*
*f) preventative medical treatment against anticipated local hazards, especially any programme of vaccinations required by the medical risk assessment (see 6.7.4 and 6.7.5);*

*g) fitness appropriate to the physical demands of the venture;*
*h) in-country or local orientation and/or training.*
Training sessions are held prior to the venture for all staff and participant. This information is also available on the Operation Wallacea website.

5.5.3.2 *During venture*
*The venture provider shall inform the participants of their responsibilities during the venture, and the requirements in terms of:*
*a) hygiene and health;*
*b) behaviour: looking after themselves and others;*
*c) cultural awareness;*
*d) specific equipment;*
*e) responding to incidents and emergencies.*
All participants and staff receive briefings on arrival with regular reminders throughout the venture.

## 5.6 Information to participants to enable informed consent

### 5.6.1 Informed consent

*COMMENTARY ON 5.6.1*
*A significant aspect of the standard in relation to participants is that of "informed consent". Participants should be enabled to choose what risks they are prepared to accept. The standard therefore requires providers to inform potential participants of the level of difficulty present in a venture and what ought to be done to manage the associated risks.*
*The venture provider shall supply information to potential participants to enable them to make an informed decision to participate. The venture provider shall supply information to participants as part of the pre-booking information (5.7.2), in the contractual information (5.7.3) and in the joining instructions prior to departure (5.6.3).*
*Additional information shall be provided to participants on:*
*a) physical, emotional and psychological challenges expected;*
*b) the environment: physical and cultural in accordance with 6.5;*
*c) legal responsibilities in accordance with 5.7;*
*d) induction and training requirements in accordance with 5.5;*
*e) the availability of medical advice, services and support for the venture; recommended vaccinations and prophylaxis for the venture, guidance for the prevention of ill health and environment-related illnesses in accordance with 6.7;*
*f) requirements for personal equipment in accordance with 6.8.*
All participants are given a training session on facilities on site and the risks associated with a venture of this nature.

### 5.6.2 Consent for participants under 18 years of age and vulnerable adults

*The venture provider shall ensure that, prior to the commitment to the venture, the parents and/or legal guardians of all potential participants under 18 years of age and vulnerable adults have given written consent for their charges to participate in the venture and its constituent activities.*
Parents are required to give written consent for participants under 18.

### 5.6.3 Joining instructions

*Before the start of the venture, the venture provider shall ensure that a participant (and any stakeholder when requested) is provided, in writing, with:*
*a) identification of the times and locations for the start and finish of the venture;*
*b) a venture itinerary stating timings, transport, accommodation and activity plans covered by the venture;*
*c) any confirmed booking arrangements;*
*d) aspects of the venture that are to remain flexible or cannot be confirmed;*
*e) the contact details through which a message can be passed to a participant and information about the progress of the venture can be sought, and other communication options available to participants or their next of kin during the venture;*
*f) information about any insurance cover in place for the participants, aspects of the venture not covered by insurance and the procedures for making an insurance claim;*
*g) information about the complaints and compliments (feedback) procedure;*
*h) arrangements for indirect and remote supervision, how this functions and the associated responsibilities;*
*i) a summary of the incident and emergency response plan.*
All of this information is available on the Operation Wallacea website (www.opwall.com) and is reiterated during the pre expedition training sessions.

## 5.7 Legal framework and contracts

### 5.7.1 Host country legislation for overseas ventures

*The venture provider shall ensure that, prior to the venture, the venture leaders and participants are aware of any laws in the host country that the provider has identified as relevant to the venture.*
*NOTE 1 In ascertaining the laws of the host country, the venture provider should liaise with the embassies and police of the host country and also the in-country representative as necessary.*
*NOTE 2 Relevant host country legislation is likely to include laws relating to employment, driving, consumption of alcohol, religion, public liability in the host country, age of sexual consent, possession of narcotics, qualifications for venture activity specialist, possession and use (including administration in an emergency) of medical drugs (and the transportation of medical drugs across borders), obtaining and transporting specimens and souvenirs, and crossing international borders with minors.*
This review is completed by the venture leader and third party providers prior to the start of any expedition.

### 5.7.2 Venture pre-booking information

5.7.2.1 *The venture provider shall supply potential participants, and stakeholders when requested, with pre-booking information that is presented in a comprehensible and accurate manner which contains no misleading information. Where the participant is under 18 years of age or a vulnerable adult, this information shall also be provided to the participant's parent or legal guardian.*

This information is to be found in our brochure, on our website and is presented directly to participants and where applicable parents in the form of a presentation prior to booking.

5.7.2.2 *Pre-booking information shall state:*
*a) the name of the venture provider and contact details;*
*b) an outline of the proposed purpose and content of the venture, including explanations of venture activities to be undertaken that allow participants to understand the anticipated level of difficulty;*
*c) proposed timing and duration of the venture;*
*d) notice of any safety, accessibility or inclusivity issues (e.g. relating to activities, transport or accommodation) that can be expected to affect participants or might not meet their reasonable expectations;*
*e) the minimum competency required of the participants and leadership team;*
*f) details of relevant licenses held by the venture provider;*
*NOTE Examples of licences are Air Travel Organisers' Licensing (ATOL) or Adventure Activities Licensing Authority (AALA).*
*g) the price or price range of the venture.*
See 5.7.2.1

5.7.2.3 *The venture provider shall inform the participant at what stage they are expected to commit to the venture.*
All information regarding booking conditions provided on the booking form required to sign onto the venture.

**5.7.3 Contractual information**

5.7.3.1 *The venture provider shall ensure that the contract between the venture provider and the participant is in writing and is presented in a comprehensible, accurate and accessible manner which contains no misleading information. Where the participant is under 18 years of age or a vulnerable adult, this contract shall also be provided to the participant's parent or legal guardian.*
*The contract shall contain information on:*
*a) the name and address of the venture provider and an identified point of contact;*
*b) where and when the venture begins and ends;*
*c) the travel destinations and, where periods of stay are involved, the relevant periods, with dates;*
*d) the venture itinerary, including details and explanations of venture activities to be undertaken that allow participants to understand the nature and anticipated level of difficulty of the activity to be undertaken;*
*e) the means, characteristics and categories of transport to be used and the planned dates, times and points of departure and return;*
*f) where the venture includes accommodation, its nature and location;*
*g) the meals which are included in the delivery of the venture;*
*h) the gender mix of the leadership team;*
*i) the price of the venture, including an indication of the possibility of any*

*price revisions and an indication of any costs of the venture not included in the price of the venture (such as dues, taxes or fees chargeable for certain services, including landing, embarkation or disembarkation fees at ports and airports, and tourist taxes);*
*j) all visits, excursions and other services which are included in the total price agreed for the venture (such as provision of porters);*
*k) any circumstances in which cancellation of the venture could occur;*
*l) the insurance arrangements for the venture in accordance with 3.9;*
*m) the responsibility of participants to ensure they comply with passport and visa requirements and health formalities required for the journey and the stay;*
*n) the behaviour required of a participant and the sanctions for not complying with these behavioural requirements, including who is to arrange and pay for repatriation if a participant is required to leave the venture on grounds of inappropriate behaviour;*
*o) arrangements for the start and finish of any time outside the jurisdiction of the venture provider occurring during the venture;*
*p) the arrangements which apply if participants are delayed at the outward or homeward points of departure, or a statement that no arrangements exist;*
*q) the payment schedule and method of payment;*
*r) any additional requirements agreed between the participant and the venture provider;*
*s) procedures and timing for making a complaint or providing feedback;*
*t) the arrangements for security for the money paid over and (where applicable) for the repatriation of the participant in the event of insolvency.*
This information is provided on the booking form for the venture, on the Operation Wallacea website, brochure and during the training sessions prior to the venture commencing.

5.7.3.2 *The venture provider shall provide the information set out in 5.7.3.1 to the participants (and stakeholders when requested) either within the contract document or at such time to be specified within the contract.*
See 5.7.3.2

**5.7.4 Termination of contract**

5.7.4.1 *The venture provider shall specify in the contract from the outset the financial penalty, if any, should the participant withdraw at the point of receipt of the information required in 5.7.3.1 or subsequently.*
Financial deadlines and cancellation charges specified in booking conditions.

5.7.4.2 *If, after signing of the contract, any of the information required in 5.7.3.1 is either provided for the first time in accordance with 5.7.3.2 or revised, the new or revised information shall be provided to the participant (and stakeholders when requested) in a separate document prior to departure, written in a legible, comprehensible and accurate manner which contains no misleading information.*
Participants are informed in writing of any changes to the venture.

5.7.4.3 *The venture provider shall ensure that, upon provision of the information set out in 5.7.4.2, each participant agrees to proceed with the venture on that basis. Where this new or*

*revised information relates to circumstances that change the level of difficulty or the risks likely to be faced, each potential participant shall be given the opportunity to withdraw.*
*NOTE The financial penalty should represent the genuine pre-estimate of the costs incurred by the venture provider to this stage and should not represent a punitive penalty charge. It is clearly beneficial if this information is provided prior to signing of the contract and, at the latest within the contract.*
If changes occur that greatly alter the nature of the venture participants will be informed in writing and in some extreme circumstances would be offered a suitable alternative or the ability to withdraw from the venture.

# 6 Venture elements

## 6.1 Overall accountability

*The venture provider shall be accountable for all elements of the venture, whether delivered by the venture provider or outsourced to a third party. This shall include the performance of all services.*
Operation Wallacea assumes overall accountability for the venture.

## 6.2 Third party provider

6.2.1 *Where a decision is taken to involve third party providers, the venture provider shall select third party providers who comply with the clauses of BS 8848 that apply to the venture elements to be outsourced.*
Third party providers are chosen for their suitability to carry out the required duties in regard to the nature of the venture and comply with the relevant sections of the BS8848.

6.2.2 *The selection of a third party provider shall be on the basis of an assessment undertaken by the venture provider or on the venture provider's behalf by an identified competent person.*
See 6.2.1

6.2.3 *The venture provider shall review any third party provision against the specific requirements of the venture, taking account of the known or anticipated participant profile and the nature and needs of the venture. This shall include:*
*a) risk to the venture of financial insolvency of a third party provider;*
*NOTE Financial protection can be delivered through bonding and insurance arrangements.*
*b) public liability insurance in accordance with 3.9.2 and third party insurance in accordance with 3.9.3;*
*c) risk assessment and management system in accordance with Clause 4;*
*d) incident and emergency planning arrangements in accordance with 3.7.*
Financial insolvency, public liability, risk and emergency planning are all part of the responsibilities retained by Operation Wallacea.

6.2.4 *The venture provider shall inform the leadership team of specific aspects of the third party provider's service requiring appraisal by the leadership team before and during use, with a concurrent contingency plan (see 3.7).*

The leadership team are made aware of the responsibilities of all service providers for the venture.

6.2.5 *Prior to confirmation of selection, the venture provider shall agree with the prospective third party provider any additional requirements to be met.*
All third parties sign written agreements detailing the responsibilities of both parties.

6.2.6 *A list of third party providers shall be made available when requested by participants, the leadership team or stakeholders.*
*NOTE Additional requirements for the provision of transport and accommodation are specified in 6.3 and 6.4 respectively.*
Available on website

## 6.3 Travel

*The venture provider shall:*
*a) verify that the travel elements of the venture itinerary are:*
*1) able to meet the needs of the venture, particularly in respect of timing, availability and budget;*
*2) suitable for the participants as identified in accordance with 5.2; and*
*3) risk assessed in accordance with Clause 4;*
*b) select third party providers of transport services in accordance with 6.2 and brief transport providers on their duties and responsibilities;*
*c) advise participants (and stakeholders when requested) of the transport arrangements and provide additional guidance if the transport is expected to be outside the participants' experience and of any safety or accessibility issues that might reasonably be expected to affect the participants;*
*d) have a procedure for assessment by a member of the venture leadership team at embarkation to ensure that transport provided is not unsafe;*
*e) provide an explanation of the methods used to select the transport modes/providers if requested by participants, the leadership team or a stakeholder;*
*f) have a contingency plan in place for travel in accordance with 3.7.*
*NOTE The risks associated with travel and transport overseas can be considerably reduced by not travelling after dark, wearing seatbelts and ensuring drivers are not fatigued or under the influence of alcohol or drugs.*
See risk assessments and audit forms. Information pertaining to travel available on the website.

## 6.4 Accommodation

*The venture provider shall:*
*a) verify that the accommodation used meets the needs and objectives of the venture and is consistent with the needs of the participants as identified in accordance with 5.2;*
*b) risk assess the accommodation elements of the venture itinerary in accordance with Clause 4;*
*c) select third party providers of accommodation in accordance with 6.2;*

*d) implement a procedure for checking the safety and suitability of all accommodation and make the criteria for this assessment available on request to participants and stakeholders;*
*e) advise participants (and stakeholders when requested) of the accommodation arrangements and provide additional guidance if the accommodation is expected to be outside the participants' experience, there are any safety or accessibility issues that affect the participants, and/or any training is needed in the safe construction and/or safe use of temporary accommodation;*
*f) have a contingency plan for accommodation in place in accordance with 3.7.*
*NOTE Persons making checks should be competent to do so. Suitable safety checks depend on the accommodation type, but can include:*
*1) fire safety (means of being made aware of a fire, means of escape and means of fighting fire);*
*2) stoves and open fires used for cooking and heating;*
*3) personal security and/or protection;*
*4) hygiene, including that relating to food and drink;*
*5) general safety of the structure and facilities of the accommodation (e.g. electrics, gas heaters, balconies, pools and lifts);*
*6) environment around the accommodation;*
*7) existence of third party liability insurance;*
*8) management and staff competence and reputation.*
See risk assessments and audit forms. Information pertaining to travel available on the website.

## 6.5 Environment: physical and cultural

6.5.1 *The venture provider shall ensure that the leadership team is competent to operate in the destination environment of the venture.*
Please refer to section 5

6.5.2 *The venture provider shall ensure that participants (and stakeholders when requested) are informed about:*
*a) the physical environment;*
*b) the cultural/human environment;*
*c) relevant legal responsibilities in accordance with 5.7.1;*
*d) minimizing the venture's impact on the environment.*
This information is available on the website and covered in the training sessions provided prior to the venture.

6.5.3 *The venture risk assessment shall include a section on environmental hazards and associated management measures in accordance with 4.3.2.*
Please see risk assessments and audit forms

6.5.4 *The venture provider shall identify and implement procedures for acclimatization to all environments to be experienced on the venture.*
*NOTE Acclimatization should include the need to allow time for recovery from travel, especially if multiple time zones have been crossed, the impact of culture shock and adjustment to local conditions, e.g. heat, altitude and cold. For ventures in extreme environments (e.g. high*

*altitude), venture providers should seek specialist advice on acclimatization and make the sources of this advice available to all members of the venture.*
Adequate acclimatization time is provided during the training element of the venture at the start of the venture.

## 6.6 Venture activities

6.6.1 *The venture risk assessment shall include a section on venture activities and associated management measures in accordance with Clause 4.*
Please see risk assessments and audit forms

6.6.2 *The venture provider shall identify the principal sources of technical advice used to define the competencies of the leadership team and participants and risk management procedures used for venture activities.*
Please see section 5

6.6.3 *Training requirements related to activities to be undertaken on the venture shall be identified and communicated to the leadership team and participants.*
Please see section 5

## 6.7 Medical

### 6.7.1 General

*The venture provider shall have access to medical advice, services and support for each venture. The availability of these services shall be outlined to the participants and leadership team (and other stakeholders on request) before the contract is concluded.*
*NOTE 1 This does not imply that there necessarily be a doctor on the team. However, it emphasizes the need for effective qualified medical advice to the venture.*
*NOTE 2 Requirements for medical insurance are given in 3.9.4.*
Operation Wallacea contracts sufficient medical staff to support the venture and medical service are outlined in the evacuation procedures.

### 6.7.2 Medical planning

6.7.2.1 *The venture provider shall undertake a risk assessment of the medical hazards associated with the venture in accordance with 4.3.*
*NOTE This should be approved by a registered medical professional with expertise relevant to the venture.*
Risk assessments completed for all venture activities and available on the website for participants.

6.7.2.2 *The venture provider shall have a medical screening process for the leadership team and participants in accordance with 6.7.3.*
*NOTE This should be approved by a registered medical professional with expertise relevant to the venture.*

All participants must provide current and previous medical history prior to expedition for screening by venture leader and medical staff. The venture leader may then contact any participants with issues for concern and may request a doctors letter if required.

### 6.7.3 Pre-existing medical conditions

6.7.3.1 *The venture provider shall obtain written confirmation of whether or not the members of the venture have any known pre-existing medical conditions, including psychological health issues, and any medication being taken.*
See 6.7.2.2

6.7.3.2 *The venture provider shall examine the information on any pre-existing medical conditions provided in accordance with the medical screening process in 6.7.3.1 and, in cases where the condition might be exacerbated by the venture, a letter from the participant's doctor or medical specialist shall be requested confirming fitness to participate in the venture. In these cases, the venture provider shall provide details of the venture to enable the doctor to make an informed decision.*
*NOTE 1 Incidents involving pre-existing conditions can be exempt from insurance or attract a higher premium.*
*NOTE 2 Insurers may refuse insurance on the grounds of pre-existing medical conditions.*
See 6.7.2.2

### 6.7.4 Prevention of ill health: vaccinations and prophylaxis

*The venture provider shall ensure that the leadership team and participants are informed about sources of information on vaccinations and prophylaxis necessary for the venture, and shall advise them to seek guidance as to the health implications of travel to the intended destination from their general practitioner, practice nurse or travel health clinic. This information shall be provided in time to enable the participants to complete any necessary courses of vaccination.*
*NOTE If the participant is under 18 or a vulnerable adult, any information about necessary vaccinations and prophylaxis should be provided to a parent or legal guardian.*
Relevant vaccination and prophylaxis information provided in the information section of the website and during pre departure training sessions.

### 6.7.5 Environment-related illnesses

6.7.5.1 *The venture provider shall ensure that the leadership team has knowledge of the risks, prevention, recognition and treatment of environment-related illnesses as identified by the risk assessment (see 4.3).*
Identified in risk assessments and discussed with staff in arrival briefings.

6.7.5.2 *The venture provider shall ensure that participants are informed as to the prevention, recognition and actions to be taken on recognition of signs of the onset of environment-related illnesses (e.g. dehydration, heat-related illness, altitude sickness) which could be experienced on the venture.*
Covered in a health and safety briefing for all participants on arrival.

6.7.5.3 *For ventures in malarial zones the venture provider shall ensure that all the leadership team and participants are informed as to the recommended health information to minimize the risks of malaria, including prevention tablets, standby treatment, mosquito nets, insect repellents and clothing.*
Information available on the website and reiterated during training sessions prior to the venture.

6.7.5.4 *The venture provider shall identify and manage the hazards associated with food, drink and hygiene overseas because these might vary substantially from the UK.*
Food preparation is part of the risk assessment and audit process.

### 6.7.6 Medical expertise

6.7.6.1 *The venture provider shall ensure that medical services are provided by registered medical professionals with expertise relevant to the venture.*
Operation Wallacea employ sufficient qualified medical staff including doctors, nurses and paramedics to provide the medical support at each of the field sites. All the medics are required to have at least 18 months postgraduate training with some experience in accident and emergency.

6.7.6.2 *The venture provider shall check the first aid qualifications of the leadership team and ensure that they are commensurate with the needs of the venture.*
See 6.7.6.1

6.7.6.3 *The venture provider shall provide a method for the leadership team to communicate during the venture with a medical professional who has expertise relevant to the venture.*
See 6.7.6.1

6.7.6.4 *The venture provider shall establish and operate a procedure to ensure that any medical treatment or support that has been administered during the venture is documented. With the patient's consent, this information shall be made available to their general practitioner when requested.*
*NOTE 1 Access to medical services can be through either the venture provider's or participants' personal medical insurance and in-country medical facilities.*
*NOTE 2 Ventures in remote regions with limited access to medical facilities should appoint a medical professional (e.g. doctor, nurse or paramedic) as part of the leadership team. If this is not possible, the venture provider should ensure that one or more of the leadership team attends a wilderness first aid course or equivalent, in addition to their first aid qualification.*
Medical team members are required to keep a record of all patient consultations and treatments on standardised forms. This information is then brought back to HQ to be safely stored should a copy be requested in the future.

### 6.7.7 First aid provision

*The venture provider shall ensure that first aid provision, including first aid and medical kits:*
*a) meet a specification prepared by a medical professional with knowledge and experience relevant to the venture; and*
*b) are available on the venture.*

There are agreed medical protocols and First Aid kit lists and these have all been discussed with each of the participating medical officers.

### 6.7.8 Medical protocols

6.7.8.1 *The venture provider shall ensure that the leadership team are informed of the medical protocols specific to the venture.*
The leadership team are briefed in the training session prior to the venture and again on arrival.

6.7.8.2 *The venture provider shall ensure that the leadership team have received training in the use of the first aid and medical kits used on the venture.*
See 6.7.6.1

6.7.8.3 *Any prescription drugs carried shall be logged and only prescribed to a participant on the authorization of a registered medical professional.*
*NOTE 1 Authorization from a registered medical professional can be via protocol, verbal instruction or direct supervision.*
*NOTE 2 It is recommended that prescription drugs are accompanied by a signed doctor's letter or certificate.*
See 6.7.6.4

## 6.8 Equipment

### 6.8.1 Identification and acquisition

*The venture provider shall establish procedures to ensure that equipment necessary to the venture is identified and that sufficient items are acquired accordingly.*
Full inventories are completed after each venture and used to replace or purchase new equipment prior to and during a new venture.

### 6.8.2 Conditions of use

6.8.2.1 *The venture provider shall ensure that equipment to be used is fit for purpose, and is operated in accordance with the manufacturer's stated instructions (other than as provided for in 6.8.2.2) by competent people.*
All equipment is checked prior to use and where required instructions given on its use and maintenance to all relevant team members.

6.8.2.2 *Where equipment is to be used in a manner other than in accordance with the manufacturer's stated instructions, a risk assessment shall be undertaken and appropriate risk management measures implemented.*

6.8.2.3 *The venture provider shall ensure that personal protective equipment and training in its use is identified in the risk assessment.*
*NOTE The venture provider may use a subject matter expert to provide guidance and training to the leadership team on the suitability, use and maintenance of equipment.*
Identified in risk assessment and audits where required.

### 6.8.3 Maintenance

*All equipment provided and managed by the venture provider shall be subject to a managed and documented checking, maintenance and exchange process. The venture provider shall retire all equipment in line with manufacturers' guidance. Equipment that is damaged or in need of repair shall be clearly marked as such.*
*NOTE If the equipment is unserviceable it should be isolated to prevent use.*
Equipment is checked prior to use and replaced is broken or damaged.

### 6.8.4 Participants' personal equipment

6.8.4.1 *A clear, written statement with precise details of the sort of personal equipment which participants need shall be supplied to participants pre-venture.*
Details of equipment required available on kit list page on web site.

6.8.4.2 *The venture provider shall instruct the venture leader to check that the personal clothing and equipment of all members of the venture are suitable for use during the venture.*
Suitability of clothing and equipment is checked prior to each activity during the venture.

### 6.8.5 Condition of hire equipment

6.8.5.1 *The venture provider shall ensure that there is a procedure to confirm the suitability of all hired equipment at the point of hire.*
The only equipment that is hired to participants is dive equipment which is serviced by a registered technician.

6.8.5.2 *Any hired critical safety equipment (e.g. ropes and buoyancy aids), and maintenance records if they exist, shall be checked in accordance with 6.8.2.*
See 6.8.5.1

# 7 Review

## 7.1 Venture reviews

*The venture provider shall ensure that, for the venture:*
*a) all participants, the leadership team and stakeholders as defined in accordance with 5.3, have an opportunity to provide feedback on the activities, services and facilities provided;*
*b) the complaints and compliments are reviewed;*
*c) a written internal reporting and review system for operational incidents, accidents and "near misses" is in place and lessons learned and corrective actions are recorded and implemented;*
*d) an evaluation of all ventures is conducted, paying particular attention as to whether the original objectives were achieved.*
All participants are encouraged to approach staff during the expedition to raise any concerns they might have so the problems can be addressed. All participants are interviewed at the end of their expedition and their comments noted. If any complaint is received as part of these interviews that could not be resolved on site then an explanation is given as to why that issue could not be resolved on site. If the participant feels that the issue needs further

explanation they have the facility to contact the Operations Director (alex.tozer@opwall.com) in writing at any period up to 3 months after their expedition has finished. The Operations Director will investigate any complaints and respond in writing.

### 7.2 Management system reviews

*The venture provider shall complete an annual review of management systems, including the safety management system. Where weaknesses or failings are found these systems shall be revised. The review shall be documented with signed endorsement by directors of the venture provider (or their equivalent).*
*A review of specific aspects of management systems shall also be initiated by:*
*a) significant incidents, near misses, complaints or observations during the venture and reviewed on or subsequent to it;*
*b) results of complaints, feedback or observations following the venture;*
*c) major changes within the organization or changes that might impact on future ventures;*
*d) the venture provider having reason to believe that the management systems might no longer be adequate;*
*e) impact of changing legislation;*
*f) findings and actions from completed audits, investigations and reviews.*
*NOTE Reviewing the safety management system in its entirety can reveal weaknesses or failings created by piecemeal changes over a period of time.*
An end of season report is produced by the venture leader in reference to recommendations and contributions from leadership team members and reviewed by the Operations Director. This forms the basis for planning of the next venture.

## 8 Claim of conformity by the venture provider

*In making any claim of conformity, the venture provider shall consider, address and evidence conformity with all of the requirements of BS 8848:2014.*
*NOTE 1 A claim of conformity with BS 8848:2014 represents a venture provider's declaration of compliance, i.e. a claim by or on behalf of the venture provider that the venture meets all the requirements of the standard. The accuracy of the claim is solely the claimant's responsibility.*

*A claim of conformity for a venture shall be documented in hard copy, electronic format or any other medium. The claim shall identify the type of conformity assessment undertaken using the appropriate form of disclosure:*
*a) in the case of self-assessment:*
*• "The (unique identifier) venture(s) provided by [include unambiguous identification of the entity acting as venture provider] conforms to BS 8848:2014. Self-declared on [date]."*
*b) in the case of other-party assessment:*
*• For a sole venture shall be: "The (unique identifier) venture provided by [include unambiguous identification of the entity acting as venture provider] conforms to BS 8848:2014, declared by [identification of other party] on [date]."*
*• For multiple ventures shall be: "All (unique identifier) ventures provided by [include unambiguous identification of the entity acting as venture provider] conform to BS 8848:2014,*

*declared by [identification of other party] on the basis of the operating procedures and safety management systems evidenced on [day, month and year] and a sample of ventures examined to the year-end [year]."*
*c) in the case of certification:*
*• For a sole venture shall be: "The (unique identifier) venture provided by [include unambiguous identification of the entity acting as venture provider] conforms to BS 8848:2014, certified by [identification of certifying body] on [date]."*
*• For multiple ventures shall be: "All (unique identifier) ventures provided by [include unambiguous identification of the entity acting as venture provider] conform to BS 8848:2014, certified by [identification of certifying body] on the basis of the operating procedures and safety management systems evidenced on [day, month and year] and a sample of ventures examined to the year-end [year]."*
*NOTE 2 The term "certified" is used in this British Standard to describe the issuing of an attestation document by an independent third party certification body. The term "declared", appropriately qualified, is used to identify the other options accepted in this British Standard.*

The South Africa expeditions provided by Operation Wallacea meet the requirements of BS8848 specifications for the provision of visits, fieldwork, expeditions and adventure outside the UK. Self declared 14/03/2027.