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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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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*.

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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.