



Operation Wallacea

Conservation research through academic partnerships

Compliance document to BS8848 for
Cuba expeditions 2011

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1. Introduction

This document identifies how the Operation Wallacea expeditions to Cuba in 2011 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 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 2011 Cuba biodiversity expeditions.

2. Structure of the expeditions

The structure of the expeditions is a little different to that of many other expeditions or educational trips. Operation Wallacea is working with the University of Havana running a biodiversity research programme on the Island of Youth (Isla de Juventud). Our partners in Cuba (The University of Havana) lead these surveys with additional help provided by university and school students who pay for the experience. The university students and school groups are joining this survey programme and provide additional manpower to the survey areas.

The school groups will divide their time in the first week between learning to dive to PADI Open Water, and gaining skills in benthic and reef fish identification. Accommodation during this week is in the Colony Hotel with day trips out on the dive boats.

For the second week school student groups spend two days working on the stereo video and benthic surveys with turtle monitoring, two days analysing the stereo video data and two days helping with the manatee surveys. During the stereo video surveys the students will be based on the Felipe Poey ship but for the remaining nights they will be in the Colony Hotel.

The university students spend one week working on manatee ecology or learning to dive. The second week they complete a reef ecology course with practicals aimed at training them to complete benthic and stereo video reef fish transects. During these 2 weeks they are based in the Colony Hotel. Their next 2 weeks are divided between 3 – 4 day cruises completing stereo video and benthic surveys from the Felipe Poey ship throughout the reefs on the southern coast of the Isle of Youth and completing analysis of the stereo video data based at the Colony Hotel.



Figure 1 Location of the surveys sites

3. Purpose for the Venture

3.1 *There shall be one venture provider only, for every venture*
 Operation Wallacea, Wallace House, Old Bolingbroke, Spilsby, Lincolnshire, UK are the venture provider.

3.2 *The venture provider shall:*

- a. *be responsible for the definition of the purpose, aims and objectives*
 See 2011 survey objectives on the opwall [website](#).
- b. *ensure that all venture activities are identified and in support of the overall purpose of the venture*
 See 2011 survey objectives on the opwall [website](#).
- c. *in advance of the venture agree the aim and objectives with, or communicate them to, the leadership team, potential participants and other stakeholders*
 Each university student is individually emailed before the start of the expedition and directed to the survey objectives and staffing page. School groups joining the expeditions have all had a 1 -2 hour training session with field staff describing their survey input and how this fits with the overall objectives in February/March before the start of their expedition.

- d. *In the pre-venture literature, present the nature of the venture activities, the amenities and the facilities to be used during the venture fairly and accurately to the leadership team and all participants (and other stakeholders on request)*

Details given in research brochure which is handed out to all those attending Opwall presentations (where they have the opportunity to reserve a place on one of the projects). Additional information given on the website (www.opwall.com).

4. Identification of potential participants

4.1 Information about potential participants

For each participant, the venture provider shall obtain:

- a. *name*
- b. *date of birth*
- c. *gender*
- d. *nationality*
- e. *information in relation to the nature of the venture with regard to:*
 1. *capability to partake in the venture activities*
 2. *previous venture experience if any*
 3. *disabilities, behavioural or other special needs*

Each volunteer and staff member has to complete a personal details form which contains all the information from a – e and plus other information. Each participant also has to complete a medical form with a separate medical form going to the school students which has to be countersigned by the parent or guardian. 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.

4.2 Selection of participants

4.2.1 The venture provider shall establish the criteria to be applied for inclusion of participants bearing in mind the overall purpose and likely demands of the venture.

4.2.2 The venture provider shall communicate to stakeholders the criteria for inclusion of participants

Details of the facilities and work to be undertaken are included in the Opwall website. At presentations the speakers communicate to all interested parties the criteria for inclusion in the venture.

5. Venture leader, leadership team and support team

5.1 General

5.1.1 The venture leader, leadership team and support team shall be selected so that they possess personal qualities and communication skills relevant to the nature of the venture and shall be assigned to duties within their proven competence as defined by the venture provider.

5.1.2 Competence shall be identified through one or a combination of the following:

- a. a relevant and current National Governing Body (NGB) award*
- b. an equivalent nationally or internationally recognised award*
- c. in-house assessment and training*
- d. experience*

5.2 Venture leader

5.2.1 The venture provider shall select a competent person as the venture leader

Dr Jorge Valdes, University of Havana is the overall venture leader. Dr Valdes has managed the Operation Wallacea expeditions in Cuba since they began in 2006, and has 12 years experience of supervising research groups in the Punta Frances Biosphere Reserve and running training courses for British Universities. Dr Valdes speaks excellent English and leads the marine biology research unit at the University of Havana.

5.2.2 There will be one venture leader per venture
As above.

5.2.3 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, needs and experience of each participant.

Copies of the CV's of all staff are sent to Dr Valdes and he selects the most appropriate staff to appoint. Data on medical and food issues for all staff and participants are forwarded to Dr Valdes ahead of the expedition start.

5.2.4 An individual placement or lone worker as a minimum shall be supported

There is one leader for each of the sites and activities that provide the support in the field where the Venture Leader cannot directly supervise.

5.3 Leadership team

5.3.1 The venture provider shall:

identify a deputy venture leader who is available to take full control in the event that the venture leader is unable to fulfil his/her function: or inform participants (and stakeholders when requested) that, in the event that the venture leader is unable to fulfil his/her function, the venture shall be restructured or curtailed.

Anmarie Alvarez from Havana University is the Deputy Venture Leader. Anmarie has supervised students on field trips to Punta Frances and elsewhere in Cuba for 4+ years.

5.3.2 The venture provider shall have a written policy that details the minimum competencies required of the leadership team for:

the activities for which the leadership team are responsible

the environment in which the venture takes place

the needs of the participants

the supervision and management of individuals and groups

the venture provider shall gather evidence that members of the leadership team are competent in accordance with this written policy.

This evidence shall be documented.

This policy is available for inspection. The leadership competencies of the key staff for the 2011 expedition are described below:

Responsibility until the expeditions start

For the school groups the teachers accompanying the students are responsible for ensuring the pupils' travel arrangements from the school until the expedition start time at the Colony Hotel, Island of Youth at 0800hrs on the Friday. Once the expeditions start the teachers will be travelling with the group and responsible for pastoral care issues and checking that the safety procedures run by Operation Wallacea are working in full. At the end of the expeditions the teachers and the group are transferred to the Colony Hotel by 1400hrs on the Thursday and they are responsible for accompanying the group back to the UK. The university students are responsible for their own travel arrangements to the start point of the expeditions.

Role of Operation Wallacea staff

Leaders

It is the responsibility of the Venture Leader to ensure that the correct level of leadership is provided for each of the groups and to check that the designated leaders have the requisite qualifications and/or experience.

Leadership during transfers

Quick Viaggi, a travel agency based in Havana will send an English speaking guide to meet all students and staff at Havana airport and ensure they have accommodation and flights for the transfer to the Colony Hotel.

Leadership at Colony Hotel

Phil Stanier, the Opwall Country Manager is based at the Colony Hotel and is responsible for meeting the incoming group and completing all the training in the operating and safety procedures. Mr Stanier is a Deputy Head teacher in a Birmingham secondary school and has 10 years of experience on leading and managing expeditions.

Leadership on research ships

The manatee research ship is led by Anmarie Alvares, the dive boat will be led by the Senior Dive Instructor, Neil Cullen and the Felipe Poey research ship is led by Dr Jorge Valdes.

5.3.3 For mixed gender ventures the venture provider shall give, consideration to including both male and female leaders. If a single gender leadership team is appointed this shall be communicated to all participants prior to their committing to the venture.

Consideration is given to this aspect and on the research ships and in the Colony Hotel there are male and female leaders.

5.3.4 For ventures where the participants are under 18 years of age or are vulnerable adults the venture provider shall select the leadership team in accordance with ensuring protection of these juveniles or vulnerable adults
The only participants under 18 are some of those participating with school groups. The teachers are all Criminal Record Bureau checked and stay with the students overnight at each location. In addition all Opwall full time staff have Enhanced CRB checks.

5.3.5 The venture provider shall obtain written confirmation that the members of the leadership team have read and agree to comply with the venture providers policies on safety procedure, child protection and behavioural code of conduct.

All staff have to sign a Code of Conduct.

5.3.6. The venture provider shall provide the leadership team details of the providers insurance policy. This shall include details of any employers liability insurance, public liability insurance and medical insurance.

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. Operation Wallacea has purchased medical and evacuation insurance cover for all staff and volunteers that covers them for £1 million medical expenses and £1 million evacuation covers.

5.4 In country representative

The venture provider shall identify an in-country representative to support the response to an incident or emergency

See report on medical and evacuation procedures

5.5 Home agent

The venture provider shall ensure that competence is held by all home agents for areas relating to their on-call role and incident and emergency planning

Operation Wallacea office has a 24hour emergency contact number (+44 (0) 1790

763194) with several staff available to deal with an emergency situation. All staff have had experience in emergency protocol and procedures.

Dr Justin Hines who has 10 years experience of running expeditions both in the field and from the office is on 24 hour call throughout the duration of the Cuban expeditions with the emergency telephone. In addition he has access to advice from senior Operation Wallacea staff who are in the field at various sites as well as from Steve Oliver who is available on a 24 hour basis to provide additional advice. Steve Oliver has 25+ years experience of expeditions and has participated in more than 100 expeditions for a range of organisations (Operation Wallacea, World Challenge, Trekforce, Raleigh, Swale Trek etc).

6. Supervision and staffing ratios

6.1 General

6.1.1 The venture provider shall ensure that there is a designated venture leader who has the task of overall supervision.

See 5.2.1

6.1.2 The venture provider shall implement the level of supervision identified in the process of risk analysis

There is sufficient manpower available to implement the risk reduction measures identified. Moreover, at each site a safety auditor has been identified to complete safety management audits. Copies of these completed documents are available at the end of the expedition.

6.1.3 The factors to be taken into account when deciding on the size of the leadership team and leader to participant ratio shall include:

- a) the nature of the activity;*
- b) the experience of the group involved and the needs of the individuals within the group, including those with special needs;*
- c) the environment and conditions in which the activity takes place;*
- d) the experience of the leadership team;*
- e) the nature of the location;*
- f) external requirements, e.g. from NGOs and local authorities.*

See 6.2 and 6.3

6.1.4 Where supervision is:

- a) direct, it shall conform to 6.2;*
- b) indirect, it shall conform to 6.3.*

See 6.2 and 6.3

6.1.5 The venture provider shall inform the venture leader that it is the ventures 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.*

Operation Wallacea have worked with Dr Valdes for the last 6 years and he is aware of the need for allocating competent leaders and ensuring they are adequately trained for each subgroup.

6.1.6 The venture provider shall inform the venture leader and the leader of any sub-groups that it is the leaders' responsibility to know the total number and identities of the participants they are responsible for supervising.

Operation Wallacea provide the details to the venture leader who then forwards it to the camp managers so that it is held at each site.

6.2 Direct supervision

6.2.1 When direct supervision has been identified by the risk analysis the venture provider shall ensure a nominated member of the leadership team is in charge at all times.

6.2.2 The venture provider shall instruct the nominated member of the leadership team, as a minimum:

- a) to know where all participants are at all times;*
- b) to enforce risk control measures;*
- c) to observe behavioural changes in the group/individuals.*

6.3 Indirect supervision

6.3.1 Where indirect supervision has been identified by the risk analysis in 13.4, the venture provider shall be satisfied that the venture leader and participants have the necessary competency for the venture to be supervised indirectly.

6.3.2 Where there is to be no direct supervision by a leader the venture provider shall implement the level of indirect supervision identified in the process of risk analysis in accordance with 13.4.

6.3.3 Full details of responsibilities and what the indirect supervision is and how it will function shall be provided before the venture starts to participants (and other stakeholders on request). Where the participant is under 18 years of age or a venerable adult, this information shall also be provided to the participant's parent or responsible adult.

6.3.4 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, first aid and emergency procedures;*
- b) clear and understandable boundaries are set for all members of the venture;*
- c) there are clear lines of communication between participants and the leadership team;*

- d) *a member of the leadership team monitors each of the participants' progress;*
- e) *there is a recognized point at which the activity is completed/terminated;*
- f) *there are clear arrangements to terminate the activity when it cannot be completed safely.*

6.3.5 *The venture provider shall ensure the venture leader has the competence and resources to intervene in a manner determined by the safety policy and RAMS in accordance with Clause 13.*

The Venture Leader is mainly based on the Felipe Poey so much of the expedition is indirectly supervised with appointed leaders for each section as described in section 5.3.2.

6.4 *Personal time*

Where the opportunity of personal time is to be provided, the venture provider shall establish arrangements for its management, including the application of sanctions in the event that those provisions are not complied with. Details of the management and sanctions shall be communicated to the participants.

No volunteers are allowed to leave the research ships. Volunteers are allowed to leave the hotel as long as they have signed out on a white board with a return time and destination and are accompanied by a leader. The leader needs to have a cellphone depending on the location and is responsible for the safety of the group. Anyone not following this rule will be cautioned.

6.5 *Down time*

Notwithstanding the fact that, by definition, down time is outside the jurisdiction of the venture provider, the start and finish of down time remains the venture provider's responsibility and shall be managed in accordance with pre-determined procedures that include provision for:

- a) *reminding the participants involved that they are leaving the jurisdiction of the venture provider, at the start of any period of down time;*
- b) *monitoring the return of participants at the end of any period of down time.*

No down time is allowed on the Cuba expeditions and Operation Wallacea is responsible for the participants from the start point at the Colony Hotel to the finish time at the Colony Hotel.

7. 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.

Operation Wallacea offer a free teacher place with every 10 students thus giving an automatic ratio of at least 1 to 10 (in line with the DfES). No school pupil is allowed to participate in any activity without at least one other pupil from the school or a

teacher being present. The accompanying teachers are already CRB checked and there will always be an accompanying teacher at any overnight location. In addition all Opwall staff are Enhanced CRB checked. There is no similar CRB system for Cuban staff but all staff in the field are required to sign a code of conduct from the University of Havana before they are employed. The Code of Conduct 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. The University of Havana will dismiss staff that do not follow the code of conduct.

8. Allocation of roles and responsibilities

8.1 The venture provider shall identify and have written record of the stakeholders in the venture and ensure that these stakeholders are briefed about their roles and responsibilities, if any, within the incident and emergency plan.

See medical and emergency evacuation plan

8.2 Where a participant is under 18 years of age or a vulnerable adult, the venture provider shall identify a parent or guardian as a stakeholder.

Parent, guardian or next of kin details are held on the Operation Wallacea database for all participants.

8.3 Where a participant is a member of an organisation (e.g. educational, volunteer or charitable body), associated with the venture provider role, the venture provider shall identify that organisation as a stakeholder and identify who is the responsible person in that organisation.

All schools have a designated responsible person who accompanies the students.

9. Third party provider

The third party provider for all aspects of the expedition is the University of Havana Marine Department led by Dr Jorge Valdes who is the Venture Leader. The University of Havana and Operation Wallacea have worked together to fully implement BS8848 throughout all aspects of the expedition

10. Planning the venture

10.1 Planning shall be performed against the objectives defined in Clause 3 and for the people identified in Clause 4 and Clause 5.

10.2 A budget and timetable for the venture shall be prepared and updated.

Budgets and operations plans are prepared in January and updated every month prior to the start of the expeditions.

10.3 The locations to be visited and the activities to be undertaken shall be researched to ensure that the locations are compatible with the ability of the participants and the activities that are to be performed there. The findings shall be presented in the pre-venture literature in a manner that highlights any issues of accessibility.

10.4 The venture provider shall assess and mitigate the environmental impact of the venture.

A site visit is being undertaken in January 2011 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.

10.5 Plans for travel and accommodation shall be prepared in accordance with Clause 18 and Clause 19.

10.6 The foreign and Commonwealth Office travel advice³ shall be checked and its advice on dangers shall be taken into account in the RAMS.

See travel advice report on the Opwall website.

10.7 A RAMS shall be initiated in accordance with Clause 13.

See risk assessments report on the Opwall website.

10.8 Equipment for the venture shall be identified and the procurement plan produced.

10.9 The planning process shall include procedures for action in the event of changes to the venture plan by the venture provider and cancellation by participants.

See monthly budgets and operations reports for the site produced monthly each year from January to the start of the expedition.

11. Venture integrity

There is no down time on the Cuban expeditions so this clause does not apply.

12. Permission

The venture provider shall identify the permissions needed to perform the venture and ensure they have been obtained.

See the travel pages for the information provided to participants about passports and visas. Permits are needed from the Cuban Government and these are all obtained by the University of Havana.

13. Safety policy, risk analysis and management system

13.1 Safety Policy

The venture provider shall ensure that all parts of a venture are covered by a written safety policy which includes:

- a) a behavioural policy outlining a code of conduct for all those on the venture and the disciplinary action that shall be taken if the code is broken: and*
- b) protection policies for under 18 year olds and vulnerable adults if any participants are in these categories, taking into account their diverse needs.*

See Operation Wallacea approach to health and safety page

13.2 Risk analysis and management system (RAMS)

13.2.1 The safety policy shall be implemented using a documented RAMS which includes:

- a) threat analysis for the venture destination in accordance with 13.3:
see Approach to health and safety web page*
- b) risk analysis for the venture in accordance with 13.4:
see Risk Assessment web page*
- c) incident management and emergency response plans in accordance with clause 26:
see Medical and Emergency Evacuation report*
- d) accident, incident and near miss reporting:*
- e) a review process after each venture including the actions in response to review outcomes in accordance with clause 28*

13.2.2 The venture provider shall provide all participants and members of the leadership team with the outcomes of the threat and risk analyses, and to all other stakeholders if required, prior to contractual commitment. Where the participant is under 18 years of age or a vulnerable adult, this information shall be provided to the participant's parent or responsible adult.

Operation Wallacea publishes a summary medical report at the end of each season which describes all accidents and illnesses of the participants (see 2010 Cuba medical report).

13.3 Threat analysis

The venture provider shall ensure:

- a) a written analysis of the threats in the destination country is completed including, as a minimum, the following elements:*
 - 1) security threat in-country and en route:*
 - 2) political threat in-country and en route:*
 - 3) natural hazards in-country and en route:*
 - 4) health threats:*

- b) *the identification of the control measures needed in consequences of that analysis to ensure, so far as is reasonably practicable, the reduction of the threats identified:*
- c) *the maintenance of such arrangement as are appropriate to the analysis in item a) for the effective dissemination, implementation, control, monitoring and review of the measures referred to in item b).*

Participants are directed via the Op Wall web site to the Foreign and Commonwealth Office [travel advice page for Cuba](#)

13.4 Risk analysis

13.4.1 *The venture provider shall ensure:*

- a) *an analysis of the health, safety, environmental and cultural risks, taking account of the potential benefits:*
 - 1) *to those on the venture:*
 - 2) *caused by the venture to others:*
 - 3) *caused by those on the venture to others:*
- b) *identification of the control measures needed in consequence of the analysis to manage the risk to all those persons in item a), including methods of supervision and staffing ratios:*
- c) *the maintenance of such arrangements are as appropriate to the analysis in item a) for the effective dissemination, implementation, control, monitoring and review of the measures referred to in item b).*

13.4.2 *The venture provider shall ensure that threat and risk analysis have been undertaken for all parts of the venture in advance by people competent to do so. The threat and risk analysis shall identify the name of the author, principal sources, date compiled and date of any updates.*

13.4.3 *The venture provider shall approve the threat and risk analyses and ensure that they are monitored and managed before and throughout the venture.*

The risk assessments are updated at the end of each season and again at a point 3 – 4 months before the expedition commences. The risk assessments were last updated by Dr Tim Coles in January 2011 and there is a site visit being undertaken in late January after which they will be updated again. During the season audits by the on site Country Manager are completed to assess compliance with the agreed risk reduction measures. The results of these audits are used to provide any additional information on potential risks that can then be incorporated into the RAMS at the end of season review. The audit reports are available on request at the end of the season if required.

14. Legal framework and contracts

14.1 UK legislation

Operation Wallacea complies with all relevant UK legislation.

14.2 Host country legalisation

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.

This review is completed by University of Havana prior to the start of any expedition.

14.3 Contractual arrangements between the venture provider and the participant.

The Operation Wallacea website (www.opwall.com) contains information on the structure of the expeditions, dates and prices. See [booking conditions](#) for details of payments and cancellations.

14.4 Consent for under 18 year olds and vulnerable adults

The venture provider shall ensure that prior to the commitment to the venture the parents and guardians of all potential participant under 18 years of age and vulnerable adults have given written consent for their charges to participate in the venture and its constituent activities.

See [schools booking form](#).

15. Insurance

15.1 General

15.1.1 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 stake holders when requested)

15.1.2 Where the participant obtains his/her own insurance, the venture provider shall request details of the participants insurance cover.

15.2 Public Liability

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

Operation Wallacea has £10 million public liability

15.3 Third party insurance

Where the venture provider uses a third party provider, they shall ensure that the third party provision is covered by insurance. This information shall be provided to participants (and stakeholders when requested)

Operation Wallacea's insurance covers the third party providers.

15.4 Medical, evacuation and repatriation insurance

Where the venture provider covers the medical insurance for a participant, this information shall be provided to participants (and stakeholders when requested)and the medical insurance shall include:

- a) *emergency assistance and repatriation, including 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 or remain with or escort an incapacitated insured participant.*

Operation Wallacea has purchased £1 million evacuation and £1 million medical costs insurance for all volunteers and staff. The medical and evacuation plan and risk assessments are sent to the insurance provider before the start of the expedition so that agreements can be put into position for the various evacuation routes.

16. Training and induction

16.1 General

16.1.1 The venture provider shall use the risk analysis conforming to 13.4 to highlight training and induction requirements.

16.1.2 The venture provider shall verify that:

- a) *pre-venture training and induction identified by the risk analysis has been received*
- b) *on-venture training and induction identified by the risk analysis is provided*
- c) *competency has been achieved by both the leadership team and participants in key skills*

All the information is contained on the Operation Wallacea website (www.opwall.com).

16.2 Leadership team

16.2.1 The venture provider shall ensure that the leadership team receives training in:

- a) *the venture providers operating procedures*
- b) *implementing the incident and emergency procedures*

16.2.2 The venture provider shall establish procedures that require the venture leader to introduce himself and herself to the members of the leadership team to the participant at or immediately before commencement of the venture.

The Venture Leader holds welcome meetings when the students first arrive to introduce the various staff, explain the rules and regulations and to discuss risks and how to reduce them.

16.3 Participants

16.3.1 Prior to the venture

The venture provider shall establish that information and advice is given in writing to participants for those parts of the venture that require:

training related to any activities to be undertaken on the venture
purchase of safety or specialist clothing and equipment
language training
relevant reading and web site research in relation to the venture area and
venture activities to be undertaken
passports, visas and other essential travel documentation
preventative medical treatment against anticipated local hazards, especially any
programme of vaccinations required either by the host country or by the medical
risk analysis:
physical fitness appropriate to the demands of the venture
in-country orientation training

This information is all contained on the Operation Wallacea website (www.opwall.com). Furthermore, specific correspondence is sent to the individual participants ensuring that they are aware of the relevant information.

17. Joining Instruction

The Venture provider shall ensure that a participant (and any stakeholder when requested) is provided, before the start of the venture, in writing, with:

- a) Identification of the times and venues for the start and finish of the venture:*
- b) An Itinerary stating timing, transport, accommodation and activity plans covered by the venture including any confirmed booking arrangements:*
- c) Aspect of the venture which are to remain flexible or cannot be confirmed:*
- d) The contact details through which a message can be passed to a participant whilst out of the UK (e.g. Home agent) and information about the progress of the venture can be sought:*

All of this information is on the Operation Wallacea website (www.opwall.com) and is sent to the participants upon booking and again closer to the expedition.

- e) Information about insurance cover in place for the participants and the procedures for making a claim:*

See section 15 of this report. Copies of the insurance documentation are available on request.

- f) Information about the complaints and compliments (feedback) procedures.*

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.

18. Travel

The Venture provider shall :

- a) *Ensure the travel element itinerary are:*
 - 1) *able to meet the needs of the venture particularly in respect of timing, availability and budget;*
 - 2) *Suitable for the participant as identified in clause 4;*
 - 3) *Risk assessed in accordance with Clause 13;*
- b) *identify any travel requirements which is pre or post venture during which participant and/or members if the leadership team will be required to act independently of the venture provider, e.g. transport to or from airport or transfer in-country to the starting point of the venture, transport to subsequent holiday venue;*
- c) *Where third party providers are being used:*
 - 1) *Select providers of transport services in accordance with clause 9;*
 - 2) *Ensure that transport providers are briefed on their duties and responsibilities;*
- d) *Advise participants (and stakeholders when requested) of the transport arrangements and provide additional guidance if:*
 - 1) *the transport is expected to be outside the participants experience, for example public transport in a foreign country;*
 - 2) *any significant safety or accessibility issue will affect the participants;*
- e) *have a procedure for assessment by a member of the venture leadership team at embarkation to ensure that transport provided is not unsafe;*
- f) *provide an explanation of the methods used to select the transport modes/providers if requested by a stakeholder;*
- g) *ensure contingency is in place in accordance with Clause 26.*

See audit forms.

19. Accommodation

The Venture provider shall ensure that:

- a) *the accommodation used meets the needs and objectives of the venture;*
- b) *the accommodation elements of the itinerary are risk analysed in the accordance with Clause 13;*
- c) *a procedure for checking the safety and suitability of all accommodation is established and make it available to the stakeholder on request;*
- d) *third party providers of accommodation are selected in accordance with Clause 9;*
- e) *the accommodation is consistent with the needs of the participants as identified in Clause 4;*

- f) *a procedure exists for assessment by a member of the venture leadership team that the accommodation provided is not unsafe and is appropriate for the care and well being of all persons on the venture;*
- g) *contingency is in place in accordance with Clause 26;*
- h) *participants (and stakeholders when requested) are advised of the accommodation arrangements and provided with additional guidance if:*
 - 1) *the accommodation is expected to be outside the participants' experience e.g. homestays;*
 - 2) *any significant safety or accessibility issues will affect the participants;*
 - 3) *training needed in the safe construction and or the safe use of temporary accommodation (e.g. a tent)*

See risk assessments and audit forms.

20. Environment

20.1 The Venture provider shall ensure that the leadership team is competent to operate in the destination environment.

See section 5 above

20.2 The Venture provider shall ensure that the participants (and stakeholders when requested) are informed about:

- a) *the physical environment;*
- b) *the culture/human environment;*
- c) *relevant legal responsibilities in accordance with Clause 14;*
- d) *minimizing the venture's impact on the environment.*

20.3 The venture risk analysis shall include a section on environmental factors and associated control measures in accordance with Clause 13.

20.4 The venture provider shall identify and implement the requirements for the acclimatization to all environments to be experienced on the venture.

See Operation Wallacea website (www.opwall.com). Again this information is also communicated in confirmation packs sent to the students upon booking, at training sessions with the school groups, and in individual emails sent to participants prior to the expedition.

21. Medical

21.1. General

21.1.1 The venture provided shall have access to medical advice, services and support for each venture. The availability of these services shall be outlined to the participant and leadership team (and other stakeholder on request) before the contract is concluded.

21.1.2 The venture provider shall ensure the medical services are provided by registered medical professionals with experience relevant to the venture.

See medical and evacuation report.

21.2. Medical Planning

21.2.1 The Venture provider shall undertake risk analysis of the medical hazards associated with the venture in accordance with Clause 13.

21.2.2 The Venture provider shall have a medical screening process for the leadership team and the participants in accordance with 21.3.

21.3 Pre-existing medical conditions

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

21.3.2 The venture provider shall examine the information provided in accordance with the medical screening process in 21.3.1 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 provided shall provide details of the venture to enable the doctor to make an informed decision.

All participants need to complete a medical form, which is returned to the Operation Wallacea office and is reviewed. Any forms with medical conditions likely to be of concern for the expedition are then forwarded to the external Expedition Doctor to follow up with individual participants and their doctors. The information on the medical conditions of all participants is forwarded to the Cuban doctor in the field before the expedition starts.

21.4 Prevention of ill health: Vaccinations and prophylaxis

The venture provider shall insure that all the leadership team and participants are informed about vaccination and Prophylaxis necessary for the venture and shall advise the team to seek guidance as to the health implication of the travel to the intended destination, from their GP, practice nurse or travel health clinic. This information shall be provided at such time as will enable the participant to complete any necessary courses of vaccinations.

See Approach to Health and Safety page

21.5 Environment related illness

21.5.1 the venture provider shall ensure that the leadership team has knowledge of the risks, prevention, recognition and treatment of environment of related illness which could be experienced on the venture as identified by the risk of analysis.

See risk assessments page

21.5.2 The venture provider shall ensure that participants are informed as to the prevention, recognition and actions to be taken on the recognition of signs of the

onset of environment related illnesses (e.g. dehydration, sun burn acute mountain sickness) which could be experienced on the venture.

See risk assessments page

21.5.3 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.

There is no malaria reported from Cuba, and participants sleep inside.

21.6 Medical Expertise

There are 2 sites that are being run in the 2011 season: Colony Hotel and daily trips from this base, and the Felipe Poey research ship which is moored about 1 hour from the Colony Marina. There is nurse cover 24/7 at the hotel and a well stocked clinic. The captain of the research ship has an IMO Emergency First Aid qualification and the ship is never more than 2 hours from extensive First Aid and medical support at the Colony Hotel. In addition there is an Opwall doctor based at the Colony hotel or on the Felipe Poey.

21.7 First Aid Kits

The Venture provider shall ensure the 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.*

21.8 Medical protocols

21.8.1 The venture provider shall ensure the leadership team are informed of the medical protocols specific to the venture.

21.8.2 The venture provider shall ensure the leadership team have received training in the use of medical kits used on the venture.

21.8.3 Any prescription drugs carried shall be logged and only prescribed to a participant on the authorization of a doctor.

There are agreed medical protocols and First Aid kit lists, which are agreed with the University of Havana prior to the season and then made available on-site for the start of the expedition.

22. Finance

22.1 General

The venture provider shall provide the participant of the venture with a statement of what is included in the cost of the venture and an estimate of additional charges that are likely to be incurred.

22.2 Financial administration

The Venture provider shall ensure that:

- a) a budget is prepared for the venture;*

- b) funds for the venture are available and accessible from the field;*
- c) procedures for the management of the finances during the venture are established.*

22.3 Contingency funds

The venture provider shall ensure that then venture leader has the capability to access agreed funds allocated for the contingency plan.

This is covered by the monthly operations and budget plans for the expedition produced from January onwards to the start of the expeditions.

23. Communication

23.1 General

23.1.1 The venture provider shall ensure that a communication plan is established.

23.1.2 The communication plan shall include a procedure for:

- a) routine communication conforming to 23.2;*
- b) emergency communication conforming to 23.3;*
- c) the circumstances when the venture leader, in-country representative, or participant on an individual placement is expected to contact the home agent.*

23.1.3 The venture provider shall inform participants as to what communication options are available to them and their next of kin during the venture.

See medical and evacuation plan

23.2 Routine communications

The venture provider shall ensure that there is a capability to initiate two-way communication between those on the venture and the venture provider in the UK by either party to an agreed schedule.

See contacts page on the web site. There is Cuban mobile phone reception at the Colony Hotel and surrounds. The research ships have radio communications with the Colony Marina which in turn has landline telephone comms with the hotel.

23.3 Emergency communications

23.3.1 Venture emergency

23.3.1.1 The venture provider shall ensure that there is a pre- established method of communicating between those on the venture and the venture provider in the event of an emergency at any time.

23.3.1.2 The venture provider shall produce a list of emergency contact numbers for the:

- a) venture provider;*
- b) leadership team;*
- c) local country contact including British diplomatic missions (e.g. British consuls), emergency services and airlines;*
- d) emergency medical repatriation services and insurance companies;*

- e) nominated emergency contacts for the participants and leadership team.*
- 23.3.1.3 The chosen method of communication shall be checked as available and effective in -country.*
- 23.3.1.4 Where communication equipment is the primary means of contact, more than one member of the venture shall be capable of operating it.*

See medical and evacuation plan

23.3.2 UK emergency

In the event of a need for the venture provider to contact a participant about an emergency in the UK, the venture provider shall be able to contact those on the venture within an agreed time limit.

The UK office has an emergency 24 hour number that can be contacted throughout the expedition (+44 (0) 1790 763194)

23.4 Communication between the leadership team, participants and local staff
The venture provider shall ensure that in the event of an incident, a capability to communicate exists between the leadership team, participants, local staff and local authorities.

See medical and evacuation plan

24. Security

24.1 The venture provider shall continue to monitor security threats during the venture in accordance with the threat analysis in 13.3.

24.2 The venture provider shall ensure the leadership team conducts a review of RAMS in-country, which includes security threats. The results of this process shall be communicated to the participants.

24.3 The venture provider shall ensure the venture leader is empowered to mitigate risks through altering itineraries.

This is done as part of the regular audits at each of the sites and activities.

25. Contingency planning

Prior to the venture, the venture provider shall have a written contingency plan. This plan may be revised throughout the venture in response to changing circumstances.

The contingency plan shall include provision for when any participant does not reach, or maintain, the required level of competence.

Operation Wallacea has a written contingency plan for a number of possible scenarios.

26. Incident and emergency plan

26.1 General

26.1.1 The venture provider shall have written incident and emergency plan in place before the venture begins. The venture provider shall instruct the leadership team of responsibilities and actions with regard to its implementation.

26.1.2 The incident and emergency plan shall cover daytime and night time options for:

- a) 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;*
- b) the division of responsibilities between the venture provider and the venture leader.*
- c) the support that will be provided to all stakeholders and how that will be provided.*
- d) the communication plan in accordance with Clause 23;*
- e) response to civil unrest and natural disasters;*
- f) missing person procedures*
- g) response to medical emergencies/ incidents 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;

- h) repatriation or evacuation procedures including details of how the group, or an individual. Will be repatriated to the UK for any reason outside the planned return.*
- i) financial provision for responding to incidents and emergency;*
- j) a media management plan which has been communicated to the leadership team and is available to stakeholders on request.*

26.1.3 The venture provider shall ensure that both it and the venture leader have access to the incident and emergency plan.

26.1.4 The venture provider shall provide all participants, members of the leadership team, home - agent and in-country representatives with a summary of the incident & emergency plan, and to all other stakeholders if requested, prior to contractual commitment. 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 responsible adult.

See medical and emergency evacuation plan

26.2 Post incident actions

26.2.1 Individual care

The venture provider shall ensure that the leadership team monitors and supports those on the venture for any delayed reaction following an incident or emergency for the duration of the venture.

26.2.2 Post incident review

A system of reporting, review and recording shall be in place to enable mistakes to be identified, lessons to be learnt, and processes to be improved in the future.

The post incident review shall include reporting to national recording systems where these exist.

At the end of any incident the Venture Leader collates all the reports from those involved and provides a copy of the report to Operation Wallacea.

27. Equipment

27.1 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.

27.2 Conditions of use

The venture provider shall ensure that equipment to be used is fit for purpose, operated in accordance with manufacturer's instructions (other than as provided for in 27.3) by competent people.

27.3 Inclusion in RAMS

27.3.1 Where the decision is taken to use equipment in a manner other than envisaged in the manufacturer's instructions, a risk analysis shall be undertaken.

27.3 The venture provider shall ensure that personal protective equipment and training in its use is identified in the providers risk analysis.

27.4 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.

This is covered by the monthly operations and budget plans for the expedition produced from January onwards to the start of the expeditions.

27.5 Participant's personal equipment

27.5.1 A clear, written statement with precise details of the sort of personal equipment which participants will need shall be supplied to participants pre-venture.

27.5.2 The venture provider shall instruct the venture leader to check that the personal clothing and equipment of all members of the venture is suitable for use during the venture.

See kit list page on web site for details of equipment required.

27.6 Condition of hire equipment

27.6.1 The venture provider shall ensure that there is a procedure to confirm the suitability of all hired equipment at the point of hire.

27.6.2 Any hired critical safety equipment (e.g. ropes and buoyancy aids), and maintenance records if they exist, shall be checked in accordance with 27.2.

The only equipment that is hired is dive equipment and that is all serviced before the start of the season by a registered technician.

28. Evaluation

28.1 Post Venture

On completion of each venture, the venture provider shall ensure that:

a) an evaluation of all venture is conducted paying particular attention to how the original objectives have been met;

An end of season science report is produced.

b) all participants have opportunities to contribute to evaluation of the activities, services and facilities provided;

c) systems to record and analyse feedback and maintain records of actions taken as a result, including the effectiveness of such actions, are in place;

All participants are interviewed at the end of their expedition for feedback.

The audit reports from each of the sites and different activities show how each of the non compliances identified have been corrected.

d) an internal reporting and review system for all incidents and "near misses" with respect to safety related incidents is in place and control measures to prevent recurrence are reviewed and revised;

A medical report at the end of each season is produced which summarises the accidents and illnesses at all the sites.

e) a documented complaints and compliments and complaints procedure is in operation.

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.

28.2 Annual evaluation

The venture provider shall ensure a review of all operational procedures is conducted annually.

An end of season expedition report identifying ways to further improve the quality of the expedition is produced each year and these recommendations integrated into the plans for the following year.

29. Conclusion

The Cuban expeditions provided by Operation Wallacea meet the requirements of BS8848 *Specification for the provision of visits, fieldwork, expeditions and adventurous outside the UK*. Self declared.