



Operation Wallacea

Conservation research through academic partnerships

Compliance document to BS8848 for Honduras
expeditions 2011

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1. Introduction

This document identifies how the Operation Wallacea expeditions to Honduras 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 Honduras biodiversity expeditions.

2. Structure of the expeditions

See website for details of the dissertation topics, projects and training courses available for the university students in the forest and the dissertation topics, projects and training courses available on the marine side. The web site also contains details of the itineraries completed by the school groups. The 2011 survey objective pages for the forest and the marine surveys describe the projects in more detail.

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 for the forest and marine surveys
- b. ensure that all venture activities are identified and in support of the overall purpose of the venture*
See 2011 survey objectives for the forest and marine surveys.
- 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 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 2 hour training session with 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 fairly and accurately to the leadership team and all participants (and other stakeholders on request)* Details given in the brochure. Additional information given on the web site (www.opwall.com).

e. *Provide the name of venture provider and contact details*

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4. Identification of potential participants

4.1 Information about potential participants

4.1.1 For each participant, the venture provider shall obtain

- a. name*
- b. date of birth*
- c. gender*
- d. nationality*

4.1.2 For each potential participant the venture provider shall request 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*

The venture provider shall warn participants that the failure to declare information requested in 4.1.2 might jeopardize the individual's ability to participate, and possibly the viability of the venture itself.

Each volunteer and staff member has to complete a personal and medical details form which contains all the information from a – d and plus other information. 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. The personal details and medical forms contain a statement making the participant aware that it is their responsibility to disclose all relevant information and failure to do so is their responsibility.

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. The health and safety page of the Opwall website has a section describing the fitness levels required.

4.2.2 The venture provider shall communicate to stakeholders the criteria for inclusion of participants. Emails are sent to each of the volunteers and staff with the link to this web page.

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*

5.1.3 The venture provider shall have a written policy 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 of the participants*
- d) 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.

5.2 Venture leader

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

The Venture Leader for this project is Alex Tozer. Alex has 7 years experience running expeditions with Operation Wallacea. He 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. The project has a very high overall level of staffing (approximately 1 staff member to every 2 volunteers onsite) with up to 100 staff at any one time running the surveys or providing logistical support for the expeditions.

*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, known needs and experience of each participant. Copies of the CV's of all staff are sent to Alex Tozer and he 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.

5.2.4 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.

Dr Kathy Slater (Operation Wallacea) is the Deputy Venture Leader. Dr Slater has supervised students on the Operation Wallacea field trips to Honduras and Indonesia for 5 years.

Responsibility until the expeditions start

The teachers accompanying the school groups are responsible for ensuring the pupils' travel arrangements from the school until the expedition start time at the Gran Hotel Sula on a Wednesday at 0700hrs. If the group arrives the night before the start of the expedition then they are advised to stay in the Hotel Sula, who will arrange for an airport pick-up in a coach. Once the expedition starts 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 delivered at San Pedro Sula airport by 12 noon on the Tuesday and they are responsible for accompanying the group back to the UK.

The University students are responsible for their own travel arrangements to the expedition start point and for travel arrangements after the expedition has finished.

Leadership during transfers from the hotel to the forest site

The groups arriving will be briefed by Roberto Downing (Forest Manager) and Pippa Disney (Volunteer Liaison Manager). Pippa Disney has 6 years field experience of leading expeditions in both Honduras and Indonesia. If the group is going to the East of Cusuco Park (Base Camp, Buenos Aires, Guanales, or Cantiles) then they will travel by bus to Cofradia (approximately 1 hour) and from there will transfer into 4 wheel drive vehicles for the drive up the mountain to either Buenos Aires or Base Camp. An Opwall staff member will move with the groups from the hotel to their first camp.

If the group are going to Santo Tomas (west Cusuco) they will travel by bus to Puerto Cortes and then along the Honduran coast towards Guatemala, to a town called Cortecito Pueblo. This journey takes approximately 3 hours. They will walk up the mountain along a wide trail to Santo Tomas (approximately 2 - 3 hours). An Opwall staff member will be travelling with the groups all the way to Santo Tomas and will be leading the trekking groups up this route.

Leadership at Base Camp, Buenos Aires or Santo Tomas

The Camp Manager at each of these sites is responsible for meeting the incoming group and completing all the training in the operating and safety procedures at the Camp. The Camp Managers at Base Camp and Santo Tomas have to have a minimum 3 years experience in running forest based expedition camps and have a good level of Spanish to co-ordinate with the guides.

Leadership for training in jungle skills and trekking

The Forest Training Manager is responsible for organising the skills training in trekking, dangerous plants and animals in the forest, safety procedures to use when living in the forest and how to respond to an emergency. The Forest Training Manager needs to have 3+ years experience in leading tropical forest surveys and establishing and running camps in remote forest areas.

Leadership for Canopy Access training

The Canopy Access team consist of Ollie Laker and Grant Harris. Ollie Laker is a level 3 rope technician which is the highest qualification granted by IRATA (Industrial Rope Access Trade Association). Grant Harris is a level 1 rope technician with IRATA and has an NPTC (National Proficiency Test Council) Diploma in Arboriculture and Tree Climbing.

Leadership for school groups

There is one Biodiversity Leader for every group of 8 students as well as a local guide. All Biodiversity Leaders are required to have one of the following: minimum Masters level qualification in a biological subject and experience of working with youth groups on outdoor activities.

Leadership for Guanales, Cantiles, Cortecito and Danto camps

Camp Managers at these more remote forest camps need to have previous experience of forest camp management.

Leadership for biodiversity surveys

When students join biodiversity surveys from a camp these are led by academics from British or North American universities and each group has a guide. Each of the biodiversity survey leaders must have relevant academic qualifications, previous research experience and publications in the area of research they are conducting. The Senior Forest Scientist is Dr Kathy Slater and a full list of academic staff participating in the biodiversity surveys is contained in the 2011 survey objectives and staffing page of the website.

Leadership for forest to marine site transfers

The participants in the eastern camps (Buenos Aires, Base Camp, Guanales and Cantiles) travel down the mountain in 4 wheel drive vehicles to Cofradia and from there take a contracted bus to the San Pedro Sula airport where they join the groups from the western camps. Participants in the western camps (Santo Tomas, Danto or Cortecito) trek down to Cortecito Town and then travel by bus to the airport at San Pedro Sula. Opwall staff travel with their groups to the airport. At the airport those heading to the marine sites meet the buses operated by Maya Temple Tours and the buses with Opwall staff on board drive to La Ceiba. Those going to Utila get off the bus at La Ceiba harbour and are met by the Coral View staff member who travels across by catamaran ferry with them to Utila Town (1.5 hours) and then by minibus or boat to the hotel. Those travelling to Cayo Menor continue on with the Maya

Temple tour bus to Rio Esteban. The groups stay overnight in Rio Esteban and then cross by speed boat to Cayo Menor in the early morning. These groups are accompanied at all times by an OpWall staff member.

Leadership on Cayo Menor

The Cayo Menor Camp Manager is responsible for training all the participants in the safety and operating procedures for the site.

Leadership at Coral View

The Coral View Camp Manager is responsible for training all the participants in the safety and operating procedures for the site. Richard Astley is the Coral View Camp Manager. Richard is a PADI Open Water Scuba Instructor with over 6 years of dive experience, and has managed large groups of volunteers with Operation Wallacea in the past.

Leadership for diving activities

All dive training is led by PADI qualified Dive Instructors or Master Instructors. Dive training is done at a ratio of 1 Dive Instructor per 8 students plus 1 Dive Master. For qualified divers the ratio is 6 divers per 1 Dive Master. Both the Utila and the Cayo Menor sites are registered PADI Dive Centres.

Leadership from marine sites to airport

The Utila Camp Manager and the Cayo Menor Camp Manager travel back to the mainland with their outgoing groups and they are then accompanied by the Marine Groups Travel Manager on the bus back to the airport in San Pedro Sula.

5.3.3 For mixed gender ventures the venture provider shall give consideration to including both male and female leaders.

At all the camps there are male and female staff members. All the school groups are also accompanied by a male and a female teacher.

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 (see report for LEA's which describes this in more detail).

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. All staff and volunteers are required to have travel insurance cover that covers them for £1 million medical expenses and £1 million evacuation covers. Details of the travel insurance (insurance company and policy number, 24 hour contact number) are collected in advance of the expedition for each participant.

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 will be on 24 hour call throughout the duration of the Indonesian expeditions. Justin has 10 years experience running expeditions both in the field and from the office. In addition he has access to advice from senior Operation Wallacea staff who are in the field at various sites. Steve Oliver is also available on a 24 hour basis to provide additional advice. Steve has 25+ years experience participating 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 safety audits are completed. 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.*

Alex Tozer has run Operation Wallacea expeditions for 7 years and 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 as sensible by the risk analysis in 13.4, the venture provider shall be satisfied that the participants have the necessary competency for the venture to be supervised indirectly.*

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 risk analysis and management system in accordance with Clause 13.*

The Venture Leader rotates between the various camps 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 under the leadership of the supervision of the leadership team 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 camp unless they have signed out on a white board with a return time and destination and are accompanied by a leader and a guide if needed. The leader needs to have a radio or handphone 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 and monitored in accordance with pre-determined procedures:

- 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 (as defined above) is allowed on the Honduras expeditions at any of the forest sites or on Cayo Menor. On Utila and participants in the Honduran coastal social science projects are able to sign out of the project for short periods. Anyone signing-out has to have permission of the camp manager, and is required to sign-out on a whiteboard their destination and return time.

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.

There are over 100 staff working on the survey expeditions as well as a further 150 university students. Up to 50% of these staff and some of the students are from countries where no CRB check facilities exist or spend a significant part of each year outside the UK, so CRB checks are incomplete. Completing blanket coverage of CRB checks on all these staff and students is not possible since a number could not be checked through the UK system. If all the UK based university students were checked then it would still only provide partial coverage and would add significantly to the costs of the expedition for the participants. All UK based full time staff have enhanced CRB checks. The strategy used by Operation Wallacea therefore is to ensure 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 University or place of work.

All Operation Wallacea staff in the field are required to sign a code of conduct 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. Operation Wallacea 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

9.1 Where a decision is taken to involve third party providers, the venture provider shall select third party providers who comply the causes of BS 8848 that apply to venture elements to be outsourced.

9.2 The selection of a third party provider shall be on the basis of either:

- a) a conformance assessment undertaken by the venture provider or on the venture provider's behalf; or*
- b) a claim of partial conformance with BS 8848 by the third party provider in accordance with 29.4*

9.3 The venture provider shall review any third party conformance against the specific requirements of the venture, taking account of the known or intended participant profile and the nature and needs of the venture. Particular attention shall be paid to:

- a) the risks to the venture of financial insolvency of a third party provider;*
- b) Public liability insurance in accordance with 15.3*
- c) Risk analysis and management system in accordance with Clause 13; and*
- d) Incident and emergency planning arrangements*

9.4 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 Clause 25).

9.5 Prior to conformation of selection, the venture provider shall agree with the prospective third party provider that any additional requirements to be met.

There are various third party providers for all the aspects of the expedition. In the forest a Honduran NGO Expediciones y Servicios Ambientales de Cusuco (ESAC) runs the logistics and organises staffing for all the projects in the Cusuco National Park. Marcial Erazo who was Cusuco Park Manager for 5 years and after that spent 5 years working on the Operation Wallacea expeditions leads ESAC. The coastal social science projects and transfers to Cayo Menor are organised by Grupo de Apoyo al Desarrollo (GAD), a Honduran NGO helping with community development projects on the northern Honduran coast. Tony Ives who has worked for 7 years on the Honduran coast leads GAD. The Cayo Menor projects are organised by the Honduran Coral Reef Fund, the leading Honduran marine based NGO. Adrian Oviedo leads HCRF and has worked for HCRF for the last 10 years. The Utila dive training and reef ecology courses are run by the team at the Coral View Research Centre. Richard Astley has run the Coral View Research Centre for the last 3 years and has 5 years experience as a senior dive operations manager. The transfers between the forest and the marine coastal sites are organised by Maya Temple Tours. Dennis Flores is the owner and manager of Maya Temple Tours and has worked with Opwall for 3 years.

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 any negative environmental impact of the venture.

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.

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 risk assessment and management system.

See travel advice report

10.7 A risk assessment and management system shall be initiated in accordance with Clause 13.

See risk assessments report.

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 Honduran 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 '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 various third party providers.

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 risk assessment and management system 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 inform all participants and members of the leadership team of 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 Honduras 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 Opwall website to the Foreign and Commonwealth Office travel advice page for [Honduras](#).

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 in November 2010 after consultation with relevant field staff. During the season safety audits are completed. The purpose of these audits is to ensure the control measures identified in the RAMS are being implemented and also 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 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 the various third party providers 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 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.

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 medical and evacuation insurance cover for each expedition participant. CEGA is the evacuation organisation contracted by the insurance company and the medical and evacuation plan for Honduras is sent to CEGA in advance of the expeditions so contracts can be agreed in advance with the various hospitals and helicopter companies.

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

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 leaders at each of the camps hold welcome meetings when the students first arrive to introduce the various staff, explain the rules and regulations at the camp 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:

- a) training related to any activities to be undertaken on the venture*
- b) purchase of safety or specialist clothing and equipment*
- c) language training*
- d) relevant reading and web site research in relation to the venture area 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 either by the host country or by the medical risk analysis*
- g) physical fitness appropriate to the demands of the venture*
- h) in-country orientation training*

This information is all contained on the Operation Wallacea web site (www.opwall.com).

16.3.2 During venture

The venture provider shall ensure that participants are fully aware of their responsibilities, and what standards they are required to maintain during the venture in terms of

- a) Hygiene*
- b) Health*
- c) Behaviour*
- d) Team awareness*
- e) Specific equipment as highlighted in the risk analysis and management system*
- f) Cultural awareness*
- g) Responding to an incident and emergency*

All volunteers are given introductory lectures where the specific requirements of living at each site are covered.

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).

- 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 risk assessments and 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 hazards and associated control measures in accordance with Clause 13.

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

See Operation Wallacea web site (www.opwall.com).

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 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. In 2011 there are 10 medical staff contributing to the medical cover at various points over the season. All the medics are required to have at least 18 months postgraduate training with some experience in accident and emergency. In addition to these staff Operation Wallacea offer a medical elective training programme to 4th or 5th year medical students. These medical electives rotate around the sites and work alongside a range of medical staff over the course of the season and receive training in specific aspects of expedition medicine. The medical training and support provided by Operation Wallacea has to be of a sufficient quality to convince University Medical Schools to place their medical electives with the expeditions.

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 Opwall 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 various medical officers 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 experiences 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, heat related illness, 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.

21.5.4 The venture provider shall identify and manage the hazards associated with food, drink and hygiene bearing in mind that these might vary substantially from the UK

21.6 Medical Expertise

See answer to 21.1

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 registered medical professional.

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

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.

There are no mandatory additional charges for participants for the venture period. Participants are informed prior to venture of any optional expenses.

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

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.

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 risk assessment and management systems 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 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 risk assessment and management system

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 that have occurred throughout the season's expeditions

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 Honduras 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.