



# Operation Wallacea

Conservation research through academic partnerships

Compliance document to BS8848 for  
Indonesia expeditions 2011

## Contents page

Contents page .....	2
1. Introduction .....	3
2. Structure of the expeditions .....	3
3. Purpose for the venture .....	3
4. Identification of potential participants.....	4
5. Venture leader, leadership team and support team .....	5
6. Supervision and staffing ratios.....	10
7. Protection of a participant under 18 years of age or a vulnerable adult .....	12
8. Allocation of roles and responsibilities .....	13
9. Third party provider.....	14
10. Planning the venture .....	15
11. Venture integrity .....	16
12. Permission .....	16
13. Safety policy, risk analysis and management system .....	16
14. Legal framework and contracts.....	18
15. Insurance.....	19
16. Training and induction.....	20
17. Joining Instruction .....	21
18. Travel .....	22
19. Accommodation .....	22
20. Environment .....	23
21. Medical .....	23
22. Finance.....	25
23. Communication .....	26
24. Security .....	27
25. Contingency planning .....	28
26. Incident and emergency plan.....	28
27. Equipment .....	29
28. Evaluation.....	30
29. Conclusion .....	31

## 1. Introduction

This document identifies how the Operation Wallacea expeditions to Indonesia 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 updated 2009 version of 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 Indonesia 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 website also contains details of the itineraries completed by the school groups. The 2011 survey objectives and staffing page describes 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 and staffing.
- b. ensure that all venture activities are identified and in support of the overall purpose of the venture*  
See 2011 survey objectives and staffing
- 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 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 – 3 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 website ([www.opwall.com](http://www.opwall.com)).

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

Operation Wallacea, Wallace House, Old Bolingbroke, Spilsby, Lincolnshire, UK

Tel: 01790 763194

Fax : 01790 763825

Email : [info@opwall.com](mailto:info@opwall.com)

#### **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*

These data are recorded on a database which is maintained in the UK office and copies are emailed to the field sites.

*4.1.2 For each potential participant the venture provider shall request information in relation to the nature of the venture with regard to:*

- a) *capability to partake in the venture activities*
- b) *previous venture experience if any disabilities*
- c) *behavioural or other special needs*

Each volunteer and staff member has to complete a personal and medical details form which contains all the information from 4.1.1a – 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 those with potentially serious medical conditions are referred to the external medical doctor advisor to the expeditions for further investigation. In addition schools groups going to sites that involve extensive trekking are advised to take a bleep test to assess their fitness levels and maintain/improve them prior to departing for expedition. For those that have little experience of outdoor living they are recommended to approved outdoor adventure companies to provide this exposure.

##### *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*

Individual emails are sent to each of the university volunteers and staff with the link to this web page. School students and staff are informed of these criteria during the pre-expedition training.

## **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. The venture provider shall have a written statement that details the minimum competences required.*

This is detailed in a Selection for Leadership Report (2011)

### *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 Chris Majors. Chris has lived and worked in Indonesia for 12 years and has been involved in running our Indonesian expeditions for 10 years. He speaks excellent Indonesian and is responsible for ensuring the projects are run efficiently by the two subcontractors (Lawana Ecotone for the forest and Lembaga Alam for the marine side).

*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.*

Data on medical and food issues for all staff and participants are forwarded to Chris Majors 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 Nancy Priston (Lawana Ecotone) is the Deputy Venture Leader for the forest side of the expedition. Dr Priston has assisted in managing the forest site for the past 6 years, has supervised students on the Operation Wallacea field trips to Indonesia for the last 8 years and speaks excellent Indonesian.

Phillipa Mansell (Operation Wallacea) is the Deputy Venture Leader for the marine side of the expedition. Miss Mansell has worked with Operation Wallacea for five years, first as a lecturer in reef ecology and for the last two seasons as site manager. She is an extremely experienced field operative and speaks Indonesian to a high standard.

#### *Responsibility until the expeditions start*

The teachers accompanying the students are responsible for ensuring the pupils travel arrangements from the school until they are met on arrival at Bau Bau airport at the start of the expedition. Internal flights, hotels and transfers between the airport and hotel can be arranged through recommended travel agent in Indonesia, Losari Tours ([opwall@losari-tours.com](mailto:opwall@losari-tours.com)). 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 returned to Bau Bau airport and the teachers 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 their own travel arrangements after the expedition has finished.

#### *Leadership during transfers from the hotel to the forest site*

Losari Tours organise all the travel arrangements for incoming staff and volunteers to Bau Bau. A senior staff member from Losari Tours will meet and brief all the groups at the start of the expedition. In addition Chris Majors will also be present to provide additional input and will travel with the incoming groups.

From Bau Bau the group will travel in buses to the village of Labundo Bundo. There is a staff member in every bus. The journey takes approximately three hours.

#### *Leadership in Labundo Bundo*

The manager of the Labundo Bundo field-station is Agus Aswar. Agus has managed the Labundo Bundo field-station for several years and has a great breadth of expedition experience with a variety of expedition providers. He is a fluent English speaker and is a director of Lawana Ecotone, a locally based NGO that organises expeditions into the Lambusango forests.

#### *Leadership in the Node Camps*

La Juri is the manager of Anoa and Bala node camps and Hallyday is the manager of the Lapago node camp. They have both worked as camp managers for the past five years and have a knowledge of English.

#### *Leadership for training in jungle skills and trekking*

The Senior Jungle Trainer 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 Senior Forest Jungle Trainer is Rio Kornel and he has had three years experience with Operation Wallacea and has experience in training Indonesian Special Forces in climbing techniques.

Rio has excellent English and has passed the Harvard English Course. He has an Advanced level certification from SKYGERS Climbing School in Bandung, an Advanced Open Water PADI qualification, an Instructor Certification for Work-at-height with PPE and Rope Access from SKYGERS Safety & Vertical Rescue and the Director General Training and Watching of Labor, Department of Labor and Transmigration of Indonesia. He is also Conservation Educator certificated from CTCR SEAMEO BIOTROP bureau, Bogor and most recently has most recently achieved his Level 1 Sport Climbing Certification from the Southeast Asia Climbing Federation.

Rio has over 10 years experience in leading tropical forest expeditions, establishing and running camps in remote forest areas and lecturing on jungle survival skills. There is no relevant qualification that combines the skills needed for this post or the staff reporting to Rio that carry out the instruction. Rio therefore recruits staff based on a minimum of three years running jungle survival courses in Indonesia. These staff being appointed to

run training with some of the volunteers in jungle skills are then trained by Rio and their competencies tested in the field.

#### *Leadership for Canopy Access training*

Grant Harris runs the canopy access training. Grant is a level 1 rope technician with IRATA and has an NPTC (National Proficiency Test Council) Diploma in Arboriculture and Tree Climbing.

#### *Leadership for forest structure and habitat training and surveying*

During their active habitat surveying time in the forest, there is one habitat surveyor for every group of 8 students as well as at least one local guide. All habitat surveyors are required to have at least one of the following: previous forest mensuration experience, minimum one season experience with Operation Wallacea in the Honduras or Indonesia forest surveys, or minimum one year experience of working with youth groups on outdoor activities.

#### *Leadership for biodiversity surveys*

When school students join biodiversity surveys from the village or a node camp these are led by academics from British, Australian, 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 Phil Wheeler, an academic from Hull University. A full list of academic staff participating in the biodiversity surveys is published on the OpWall website just before the start of the season.

#### *Leadership for forest to marine site transfers*

The groups will return from Labundo Bundo to Bau Bau by bus. The buses will travel in convoy and a staff member will travel in the last bus in the convoy. On arrival in Bau Bau the group will have dinner then board the ferry to Wanci. The option to fly to Wanci is also available. The boat travels overnight to Wanci where the group will be met by the Bintang Sedang, Operation Wallacea's live aboard dive boat, for the last leg of the journey to Hoga. For the Bau Bau to Hoga leg of the journey, the group will be accompanied by Adrian Dalope. Adrian is a fluent English speaker who has worked with Operation Wallacea for five years. He is a director of a local NGO that runs expeditions to the Wakatobi National Park.

#### *Leadership on Hoga*

The Hoga base Manager is Philippa Mansell. Logistic support is provided by 'Lembaga Alam Mita Wakatobi' a local NGO set up by the community on Hoga to run expeditions to the area. They have 11 years experience here.

#### *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. The Hoga Island research station is a registered PADI Dive Centre.

*Leadership from marine sites to Kendari*

Adrian Dalope will accompany the group between Hoga and Bau Bau. From Bau Bau to Kendari the group will be accompanied by either Chris Majors or one of the staff from Losari Tours.

*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. The school groups may also be accompanied by both 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 accompanying these school groups will, at the responsibility of their employer, be Criminal Record Bureau checked, and whilst on expedition will 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 are required 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. In addition Operation Wallacea has purchased £1 million medical and evacuation insurance for all participants in the expedition so that payment agreements can be set up in advance for any hospitals or Medivac flights needed as part of the evacuation procedures.

*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 a safety auditor has been identified to complete safety management audits (see audit forms). 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.*

Chris Majors has worked as a senior manager with Operation Wallacea for the last 8 years and is responsible for ensuring Lawana Ecotone and Lembaga Alam are 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 database details to the venture leader and to Lawana Ecotone and Lembaga Alam.

## 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 vulnerable 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 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 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/base unless they have signed out on a white board with an expected return time and destination, and are accompanied by a leader. The leader needs to have a radio or mobile phone – depending on the location – and is responsible for the safety of the group. Anyone not following this rule will be cautioned, and if they repeat their offence will be confined to camp/base for a period deemed suitable by their leader.

#### *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 Indonesia expeditions.

## **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 150 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. All UK based staff are CRB checked. If all the UK based university students were also checked then it would still only provide partial coverage and would add significantly, and perhaps prohibitively, to the costs of the expedition for the participants. 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 teachers accompanying these school groups will, at the responsibility of their employer, be Criminal Record Bureau checked, and whilst on expedition will stay with the students overnight at each location (see report for LEA's which describes this in more detail).

All Western medical staff will, at the responsibility of their employer, have had enhanced checks completed by either their University or place of work.

All Western 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 any 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 clauses of BS 8848 that apply to venture elements to be outsourced.*

One of the principal objectives of Operation Wallacea is to empower local organisations to run the expeditions so that before and after the OpWall season they can then use the facilities and equipment to provide year round income for local communities. In some countries there are very competent NGO's that can be utilised to provide this service but in SE Sulawesi no such organisations existed for supporting the forest and marine components. Losari Tours in Makassar proved to be very efficient at organising the transport to and from the site and OpWall has been working with this organisation for the last 13 years. For the forest and the marine elements of the expedition new NGO's had to be created. This was done by directly operating the expeditions for a number of seasons and then suggesting to the best local staff that they form an NGO through which the expedition programme could be subcontracted. In the forest Lawana Ecotone was formed to provide the logistics and support for the project. Dr Nancy Priston has worked in Indonesia for the last 8 years and is the main co-ordinator between the NGO and Operation Wallacea. Lawana Ecotone is run by Agus Aswar who has 10 years of experience of running expeditions on Buton Island. The marine projects are organised by Lembaga Alam a local NGO set up by the community on Hoga to run expeditions to the area. They have 12 years experience doing this. As a result of using this approach where the best and most reliable staff developed the subcontract organisations we were confident that expedition safety would be delivered to the highest standard.

*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*

See 9.1

*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*

The expeditions are not subcontracted in the sense implied by this clause. Financial insolvency, public liability, risk analysis and management and emergency planning are all part of the responsibility retained by Operation Wallacea.

*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). One of the key roles of the Venture Leader is to audit the performance of the subcontractors.*

*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. See 9.1*

## **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 will be completed in February 2011 by a senior Operation Wallacea staff member to update the risk assessments, audit forms, medical forms and the evacuation procedures.

*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 advice<sup>3</sup> 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 Indonesia 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. Permits are needed from many government bodies and these are all obtained by a combination of Operation Wallacea and 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 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:*

Data on accidents, incidents and near misses are collected in the field and returned to the UK. A summary of the accidents and illnesses from the previous season are published on the OpWall website.

*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 Indonesia 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 [Indonesia](#). See also additional travel advice for travellers to Indonesia.

### *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 March 2009 after an on site visit and consultation with relevant field staff. During the season audits are completed to check whether all the risk reduction measures identified in the risk assessments are being fully implemented. 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](http://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).*

£1 million medical and evacuation cover has been purchased for all participants.

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

Not applicable

### *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*
- 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.*

£1 million medical and evacuation cover has been purchased for all participants which includes all of the above aspects.

## 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/bases hold welcome meetings when the volunteers 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 (see clause 21)*
- 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](http://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*

This is done at the initial briefings when participants arrive at each new site and by each of the leaders of the various training courses or research projects.

### **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](http://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](mailto: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.*

This is one of the main purposes of the Jungle Training course that all volunteers have to complete before they start on any forest project or the dive training and/or reef ecology courses they need to complete before joining the marine research teams. See Operation Wallacea web site ([www.opwall.com](http://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 several 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. Medics are a mixture of Western and Indonesian doctors, nurses and paramedics.

## *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 UK 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.*

See Approach to Health and Safety page

*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*

Monitoring food preparation at each of the sites is part of the audit process.

#### *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.*

This information is available both within the Research Programme – available in hard copy and on the Operation Wallacea website ([www.opwall.com](http://www.opwall.com)) - and also within the pre-departure literature sent to all volunteers in advance of their expedition.

### *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 (+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 risk assessment management system 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.*

See medical and evacuation plan

## **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;*

This occurs via the end of expedition feedback as in **17 f)**

*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](mailto: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 Indonesia expeditions provided by Operation Wallacea Ltd meet the requirements of the BS8848 *Specification for the provision of visits, fieldwork, expeditions and adventurous activities outside the UK*. This is a self declaration of conformity.