



Operation Wallacea

Conservation research through academic partnerships

Compliance document to BS8848 for
Madagascar expeditions 2011

Contents page

1. Introduction	2
2. Structure of the expeditions	2
3. Purpose for the Venture	4
4. Identification of potential participants.....	5
5. Venture leader, leadership team and support team.....	6
6. Supervision and staffing ratios	11
7. Protection of a participant under 18 years of age or a vulnerable adult	14
8. Allocation of roles and responsibilities.....	14
9. Third party provider	15
10. Planning the venture	16
11. Venture integrity	17
12. Permission	17
13. Safety policy, risk analysis and management system.....	17
14. Legal framework and contracts.....	19
15. Insurance	20
16 Training and induction	21
17. Joining Instruction	22
18. Travel	23
19. Accommodation	24
20. Environment	24
21. Medical.....	25
22. Finance	27
23. Communication	28
24. Security	29
25. Contingency planning	29
26. Incident and emergency plan.....	30
27. Equipment	31
28. Evaluation.....	32
29. Conclusion	33

1. Introduction

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

2. Structure of the expeditions

The structure of the expeditions is a little different to that with many other expeditions or educational trips that are run by schools or universities. The expeditions comprise courses in Malagasy wildlife ecology, biodiversity monitoring projects and spatial and species ecology research at the Mahamavo site in northwest Madagascar and the Ifotaka North protected area in southern Madagascar, and a reef ecology course and dive training at the Marodoka site on the island of Nosy Be. We operate with three partners in Madagascar: DBCAM at the Mahamavo site (based in Antananarivo), Madagascar Cultures and Nature at the Ifotaka site (based in the UK), and Island Quest at the Marodoka site (based in Pretoria in South Africa). Our partners organise the skills training for the surveyors and the logistics for the surveys in Madagascar, which are completed by university academics with help from university students and the school sixth form groups.

The university students will arrive in to the international airport of Antananarivo, whereas the school groups may arrive in to Antananarivo or Nosy Be.

Arrival in Antananarivo: If they arrive in advance of the Thursday before the expeditions start they may choose to take a domestic flight to Mahajanga for projects in Mahamavo. They are recommended to use the Zahamotel near the airport in Mahajanga, which will be booked in advance and organised by the in-country partners DBCAM. On booking the participants can arrange for a transfer from the airport to get them to the hotel. On the Thursday before the expeditions start an overland transfer is arranged by DBCAM, starting at the airport in Antananarivo and ending at the expedition start point in Mahajanga on the Friday morning. For Ifotaka projects the expedition start point is the airport in Fort Dauphin, participants are required to take a domestic flight to Fort Dauphin to arrive on the day the expeditions start. If they arrive in advance of the start date they are recommended to use the recommended hotel near the airport in Antananarivo or the recommended hotel in Fort Dauphin. Bookings for rooms and transfers will be made in advance via the in-country partners DBCAM.

Arrival in Nosy Be: School groups arriving into Nosy Be will take a domestic flight to Mahajanga to arrive in time for the Mahamavo expedition start. If arriving in advance of the expedition start date they are advised to book accommodation at the Zahamotel in Mahajanga and organise airport transfers through DBCAM.

Transfers to site will be in 4x4 vehicles from the airport at Fort Dauphin to the Ifotaka village camp. For the Mahamavo projects the participants will be picked up in 4x4 vehicles from the Zahamotel in Mahajanga and taken to the Mariarano village camp. Participants will be accommodated in four person tents (two per tent) with nearby long drop or ordinary toilets and bucket shower facilities. For projects taking place in the fly camps, the participants will trek for a short distance (1.5 – 2 hours Ifotaka village to Mahavelo camp; 2-3 hours Mariarano village to Matsedroy camp) with bags and equipment transported by ox-cart.

School groups begin in Mahamavo, splitting their time between Mariarano village camp and Matsedroy forest camp. After spending three days at each camp receiving lectures on ecology, evolution and conservation of Malagasy wildlife and participating in various research activities, the groups will reconvene at Mariarano to be transported by 4x4 vehicles back to Mahajanga. From Mahajanga they will transfer to mini-bus vehicles that will take them overnight to the northern port town of Ankify. On arriving in Ankify in the morning participants will transfer to small boats that will take them directly to the Marodoka beach camp less than half an hour away, where they will start their second week. At Marodoka the groups will be undertaking PADI dive training courses and an Indian Ocean Reef Ecology course.

For 2011 one school group will spend their first week at Ifotaka rather than Mahamavo, where they will participate in research activities and a Malagasy Wildlife Ecology course. Their week will be split between two camps, Ifotaka village and Mahavelo camp in the heart of the protected area. Accommodation in both camps will be tents, with field toilets and bucket shower facilities nearby. At the conclusion of the week in Ifotaka the group will be taken on 4x4 vehicles to the airport in Fort Dauphin, where they will take a domestic flight to Antananarivo. Airport transfer and overnight accommodation will be arranged in advance through DBCAM. The following morning they will take another domestic flight from Antananarivo to Nosy Be, where the Marodoka vehicles will meet them at the airport to bring them to the site.

University students will either go to Mahamavo or Ifotaka. In Mahamavo research assistants and dissertation students will take a training course in Malagasy Wildlife Ecology and species identification and participate in research projects. In Ifotaka research assistants only will be providing the survey effort and will also take a training course in Malagasy Wildlife Ecology. Research assistants in Mahamavo have a choice of spending their last week in Mahamavo or on Nosy Be doing the dive training and reef ecology.

For expeditions finishing on Nosy Be, participants will be taken to the airport by 1000 on the Thursday where they will have booked flights to leave after this time, either international flights back to their home country or a domestic flight to Antananarivo.

If any accommodation or transfers are required before catching international flights out of Antananarivo, these can be arranged in advance through DBCAM.

For expeditions finishing in Mahajanga participants will be transported back to the Zahamotel in Mahajanga on the Thursday for 1200. From there they can book a domestic flight to arrive in Antananarivo in time to catch an international flight back to their home country. For expeditions finishing in Fort Dauphin on the Thursday at 1000 participants will take a domestic flight back to Antananarivo in time to catch their international flight. Any necessary airport transfers and accommodation in Mahajanga, Fort Dauphin or Antananarivo can be organised in advance through DBCAM.

Details of dissertation topics, projects, training courses and school group itineraries are available on the website (www.opwall.com).

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 Ifotaka and Mahamavo.

- b. ensure that all venture activities are identified and in support of the overall purpose of the venture*

See 2011 survey objectives for Ifotaka and Mahamavo.

- 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 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 two hour training session with field staff describing their survey input and how this fits with the overall objectives.

- a. 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 (& other stakeholders on request)*

Details of the programmes and facilities are given in the brochure. Additional information given on the web site (www.opwall.com).

b. 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

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 details and medical form which contains all the information from a – d, 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 are passed onto the external medical advisor to the expeditions for further investigation. Volunteers are informed of the consequences of failing to complete or submit required information.

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 Op Wall web site 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 volunteers and staff with the link to the 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.

See Leadership Selection Criteria report

5.2 Venture leader

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

The Madagascar programme is run as three separate projects, each with a venture leader. The venture leader for the Mahamavo projects will be Dr

Peter Long of the University of Oxford, UK, who has worked with Operation Wallacea on several country programmes (including Madagascar in 2010) for several years. For the projects in Ifotaka the venture leader will be Barry Ferguson of Madagascar Cultures and Nature (MCN), who has lived and worked in the Ifotaka area for several years and has led expeditions of university students (international and Malagasy) in the Ifotaka North protected area in the past. The venture leader for the Nosy Be project is Willem Strauss of Island Quest, an experienced diver and former dive instructor who has organised sailing and diving for travellers in the North of Madagascar for over 15 years.

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 the field teams at the three sites, and staff are appointed in collaboration with the site leaders. Data on medical and food issues for all staff and participants are forwarded to Dr Peter Long, MCN and Island Quest 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.

Marc Rabenandrasana of DBCAM, Weibke Berg of Madagascar Cultures and Nature (MCN) and Andre Muller of Island Ventures are the Deputy Leaders for the Madagascar expeditions to Mahamavo, Ifotaka and Nosy Be respectively. DBCAM are an organisation of Malagasy biologists who have organised and undertaken fieldwork and training in various parts of Madagascar for several years. Weibke Berg has lived and worked in the Ifotaka area for several years and has provided fieldwork expeditions for US and Malagasy students in the Ifotaka North protected area in the past in

collaboration with Barry Ferguson. Andre has run marine based expeditions with Operation Wallacea since 2008 and is a very experienced Dive Instructor and Camp Manager.

Responsibility until the expeditions start

For the school groups the teachers accompanying the students are responsible for ensuring the pupils' travel arrangements from the school until the expedition start time at 1000hrs on the Friday. Once the expeditions start the teachers will be travelling with the group and responsible for pastoral care issues and checking that the safety procedures run by Operation Wallacea are working in full. At the end of the expeditions the teachers and the group are taken to Nosy Be airport by 1000 on the Thursday, and they are responsible for accompanying the group back to the UK. The university students are responsible for their own travel arrangements to the start point of the expeditions.

Role of Operation Wallacea staff

Operations Manager

The Operations Manager is responsible for the overall running of the expeditions and for the safety of the volunteers and staff working on the project. This role is fulfilled by Dr Tim Coles for the 2011 season. Dr Coles has 15 years experience in organising and running expeditions in remote areas of the World. It is the responsibility of the Operations Manager to ensure that the correct level of leadership is provided for each of the groups and to check that the designated leaders have the requisite qualifications and/or experience.

Leadership during transfers from the airport to the start of the expedition

The university volunteers are responsible for making their own way to the expedition start point, but if they have arranged a transfer from Antananarivo to Mahajanga with DBCAM they will be met at the airport by an English-speaking member of DBCAM staff to accompany them on the journey. Teachers are responsible for school groups up to the start of the expedition, although the same as above applies if they are arriving in to Antananarivo and taking the DBCAM transfer. Opwall will also be appointing a Transfer Co-ordinator who will be based in Antananarivo and will be contactable 24/7 throughout the expedition by email and mobile phone to act as a co-ordinator between the sites and assist with any students arriving late for the project due to delayed flights.

Leadership at Mahamavo

Leadership of the Mahamavo project will be provided by Dr Peter Long who will meet the incoming groups. Dr Long has been leading school and university groups with Opwall since 2007, and will be responsible for

completing all the training in the operating and safety procedures at the camps. In addition he will be auditing the safety procedures for the camps and the various activities.

Leadership at Ifotaka

Leadership of the Mahamavo project will be provided by Barry Ferguson who will meet the incoming groups. Barry has been leading groups of school and university students around the protected area for many years. He will be responsible for meeting the incoming groups and completing all the training in the operating and safety procedures at the camp. In addition he will be auditing the safety procedures for the camp and the various activities.

Leadership at Marodoka

Leadership of the Nosy Be project will be provided by Andre Muller who will meet the incoming groups. Andre has been running Opwall marine expeditions since 2007. He will be responsible for meeting the incoming groups and completing all the training in the operating and safety procedures at the camp. In addition he will be auditing the safety procedures for the camp and the various activities.

Leadership for trekking and foot based surveys

Every group leaving a camp on foot must be accompanied by a scientific supervisor and local guide. Guides will be responsible for checking the area for dangerous animals, keeping the group on known trails and routes and leading them back to camp. The scientific supervisor will be responsible for the cohesion of the group, ensuring all participants know what they are doing and how to behave.

Leadership for in-water 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.

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

Consideration is given to this aspect and wherever possible there are male and female leaders on each aspect of the venture. At all the camps there are male and female staff members. All the school groups are 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). All Op Wall UK staff are required to undergo the enhanced CRB check prior to expeditions.

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 members are required to sign a Code of Conduct before participating in the expedition.

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

Operation Wallacea has Tour Operators Liability cover which covers public and product liability to the value of £10 million, professional indemnity to the value of £250,000 and employers liability to £10 million. Operation Wallacea has also purchased medical and evacuation insurance cover to the value of £1 million. This has the advantage that all participants are with the same insurance company and evacuation and hospital costs can be agreed in advance with the insurance provider.

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

The UK office will be staffed by UK and Canadian office staff who have both led and supported expeditions with Op Wall for several years. One office staff member will be on 24 hour call throughout the duration of the Madagascar expeditions with the emergency telephone (01754 810895).

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) that are designed to monitor the effectiveness of the risk reduction measures. 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 NGBs 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.*

The venture leaders are informed of their roles and responsibilities in advance of the season and will be made 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 leaders who then transmit 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.

All activities are supervised by a nominated individual, with the leadership team present on site at all times to manage all the activities (except in exceptional cases for example if one of them was required to accompany an evacuation).

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.*

The leadership team will consist of Dr Peter Long, Dr Roger Poland and Rachael Forster at Mahamavo, Barry Ferguson and Weibke Berg at Ifotaka and Willem Strauss and Andre Muller at Marodoka. All will be instructed to operate the whiteboard sign-out system for anyone leaving a camp, to audit the health and safety procedures as indicated in the Risk Assessments and Audit forms, and to pay close attention to the wellbeing of all expedition participants.

6.3 Indirect supervision

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

6.3.3 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 assessment management system in accordance with Clause 13.

There will be more than one member of the leadership team at each site, so in the case that one has to leave the site (e.g. to accompany an evacuation), there will still be a leader to directly supervise.

6.4 Personal time

Where the opportunity of personal time under the leadership of the supervision 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. 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.

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 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 Madagascar expeditions and Operation Wallacea is responsible for the participants from the start point to the finish point of the expedition.

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.

Criminal Records Bureau Checks

There are over 50 staff working on the survey expeditions as well as a further 40 university students. Many 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 for all on-site personnel are not possible. The strategy used by Operation Wallacea therefore is to ensure that at all UK-based employees of Operation Wallacea are CRB checked, and that in all locations where pupils are sleeping that there is a CRB checked staff member in attendance. The accompanying teachers are already CRB checked and there will always be an accompanying teacher at any overnight location.

Codes of Practice

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.

All medical staff are also required to be checked and will have had enhanced checks completed by either their University or place of work.

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

NOTE Attention is drawn to The Package Travel, Package Holidays and Package Tours Regulation 1992 [6].

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*

The third party providers for the Madagascar expedition are DBCAM, MCN and Island Quest, who between them cover all aspects of the expeditions in Madagascar. DBCAM provide logistics and scientific staff for the Mahamavo projects and arrange and support the transfers between Antananarivo, Mahajanga and Fort Dauphin. MCN provide logistics, management and scientific support between the start and end points of the Ifotaka project. Island Quest provides diving equipment and staff, logistical and management support for the site on Nosy Be. These providers and Operation Wallacea have worked together to fully implement BS8848 throughout all aspects of the expedition.

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 Leaders 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 9.2.

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 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 Madagascar 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 for entry to protected areas are obtained prior to the season by the in-country partners DBCAM, MCN and Island Quest.

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 Madagascar 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 Madagascar.

13.4 Risk analysis

13.4.1 The venture provider shall ensure:

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

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

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

The risk assessments are updated at the end of each season and again at a point 3 – 4 months before the expedition commences. The risk assessments were last updated by Kathryn Knights in February 2011 after consultation with relevant field staff. During the season audits are completed 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 UK legislation.

14.2 Host country legalisation

The venture provider shall ensure that, prior to the venture, the venture leaders and participants are aware of any laws in the host country that the provider has identified as relevant to the venture.

The venture leaders keep up to date with host country legislation and will conduct a review before the season.

14.3 Contractual arrangements between the venture provider and the participant.

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

14.4 Consent for under 18 year olds and vulnerable adults

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

See schools booking form.

15. Insurance

15.1 General

15.1.1 The venture provider shall identify what insurance cover is in place for the venture and any aspects of the venture that are not covered. This information shall be provided to participants (and stake holders when requested)

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

15.2 Public Liability

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

Operation Wallacea has £10 million public liability insurance.

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.*

All volunteers and staff have £1 million evacuation and medical costs insurance purchased for them by Operation Wallacea.

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:
training related to any activities to be undertaken on the venture
purchase of safety or specialist clothing and equipment
language training
relevant reading and web site research in relation to the venture area and
venture activities to be undertaken
passports, visas and other essential travel documentation
preventative medical treatment against anticipated local hazards, especially any
programme of vaccinations required either by the host country or by the medical
risk analysis (see clause 21):
physical fitness appropriate to the demands of the venture
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*

Participants are given lectures and briefings covering the requirements of the specific sites upon arrival.

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 employs sufficient qualified medical staff to provide the medical support at each of the field sites dependent on the proximity of high quality private hospitals. A high quality private hospital is available in Antananarivo, with essentials covered by the smaller hospitals close to the sites; Mahajanga for the Mahamavo projects, Fort Dauphin for the Ifotaka projects and Hell-Ville for the Marodoka site. At each site a qualified and experienced medic (doctor, nurse or paramedic) will be on site and available for emergencies at all times, and will act as the Medical Officer in charge of evaluating medical cases and the need for evacuations.

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 Op Wall office and 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 Madagascar 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 web 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

Food preparation is part of the audit process.

21.6 Medical Expertise

See Medical and Evacuation Procedures report.

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.

22. Finance

22.1 General

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

22.2 Financial administration

The Venture provider shall ensure that:

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

22.3 Contingency funds

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

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

23. Communication

23.1 General

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

23.1.2 *The communication plan shall include a procedure for:*

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

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

See Medical and Evacuation Procedures report.

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 Procedures report.

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 Procedures report.

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 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.

Operation Wallacea has plans in place for contingencies on many levels for various possible scenarios. These plans are developed in collaboration with the in-country partners and venture leaders to ensure that unexpected circumstances can be circumvented. Evaluation and audit procedures ensure that participants that do not reach or maintain the required level of competence are brought to the attention of the leadership team and dealt with appropriately.

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 Procedures report

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 given a written interview form 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 medical cases and near misses.

e) a documented 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.

There is an end of season discussion between all the main participants to identify ways to further improve the quality of the expedition. Recommendations from this group are then integrated into the plans for the following year.

29. Conclusion

The Madagascar 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.