



Operation Wallacea

Conservation research through academic partnerships

Compliance document to BS8848 for Peru
expeditions 2011

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1. Introduction

This document identifies how the Operation Wallacea expeditions to Peru 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 2009 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 Peru biodiversity expeditions.

2. Structure of the Expeditions

Operation Wallacea is running a biodiversity research programme in conjunction with AmazonEco on the Samiria River in the Pacaya-Samiria National Reserve in north-eastern Peru. AmazonEco provide the logistics and survey staffing for the research programmes. All volunteers and groups fly to Iquitos in Peru and usually stay in the Casa Morey in Iquitos for the night before the expedition starts. The volunteers are then transported by bus to Nauta and then up river to the Pacaya Samiria Reserve on various research boats (18 hours) operated by AmazonEco. On site the volunteers are based on the research ships and complete some boat-based surveys on smaller boats and some transect-based surveys on land. The return journey to Nauta on the research ships normally only takes 8 hours since they are travelling with the flow of the river.

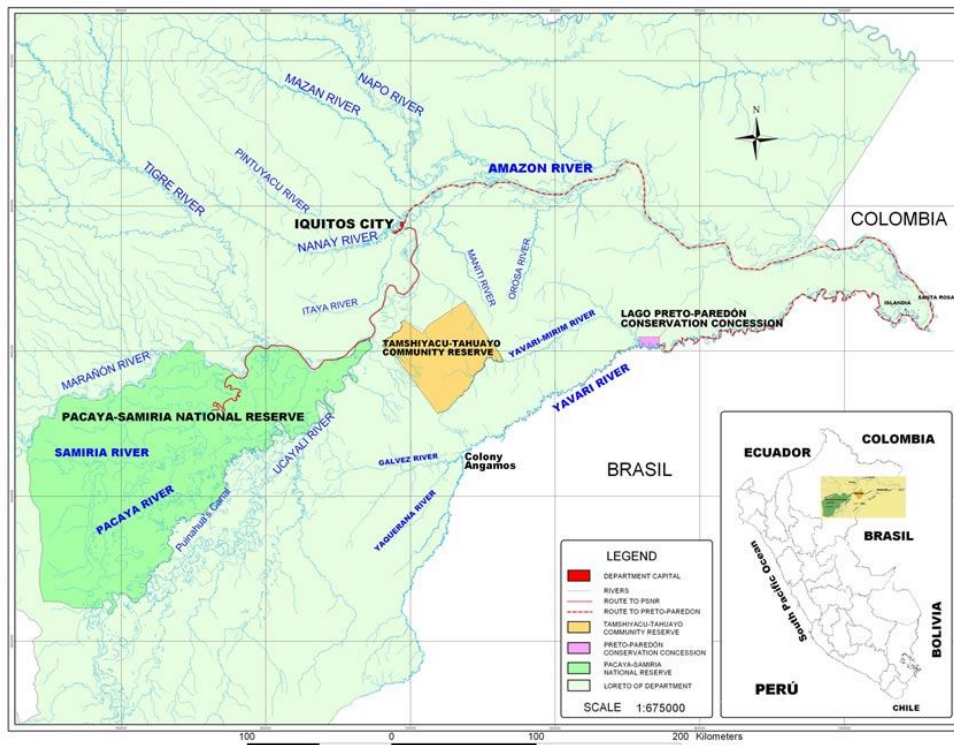


Figure 1 Location of Iquitos and the survey sites at Pacaya Samiria

3. Purpose for the Venture

3.1 There shall be one venture provider only, for every venture Operation Wallacea 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 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 – 3hour 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 on the web site (www.opwall.com).

- e. *provide the name of the venture provider and contact details*
Operation Wallacea, Wallacea House, Old Bolingbroke, Spilsby, Lincolnshire,
PE23 4EX, Tel: +44 1790 763194, Fax: +44 1790 763825, email:
info@opwall.com. These details are provided on the brochure, the website,
and on every official document sent to the staff and volunteers.

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:

- a) *capability to take part in the venture activities*
- b) *previous venture experience*
- c) *disabilities, behavioural, or other special needs*

The venture provider shall warn participants that 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 above. For school students this form has to be countersigned by a parent or guardian. All these forms are then reviewed by the in-house safety officer and any with potentially serious medical conditions are passed onto the external medical doctor advisor to the expeditions for further investigation.

4.2 Selection of participants

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

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 this web page.

5. Venture leader, leadership team and support team

5.1 General

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

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

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

5.1.3 The venture provider shall have a written statement 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.

Details of the selection criteria for appointment of staff, and details of the staff involved in the selection process are available in a document that can be obtained from Operation Wallacea on request.

5.2 Venture leader

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

Dr Rick Bodmer, University of Kent is the overall venture leader. Dr Bodmer has 25 years research experience in the Amazon, has organised and/or led over 300 students from universities and schools for the last 14 years in the Amazon. He has owned and operated research ships in the Peruvian Amazon for the last 18 years and runs an Amazonia conservation NGO called FundAmazonia and a logistics company called AmazonEco.

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.

The science and logistics staff are selected and appointed by Dr Bodmer. Data on medical and food issues for all participants are forwarded to Dr Bodmer ahead of the expedition start.

5.2.4 An individual placement or lone worker as a minimum shall be supported in accordance with clause 6.3

Not applicable.

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 in Iquitos at 12:00hrs on the first day of the expedition. Once the expeditions start the teachers will be travelling with the group and responsible for pastoral care issues and checking that the safety procedures run by Operation Wallacea are working in full. At the end of the expeditions the teachers and the group are transferred to Iquitos by 2000hrs on the final day and they are responsible for accompanying the group back to the UK. The university students are responsible for their own travel arrangements to the start point of the expeditions.

Role of Operation Wallacea staff

Leaders

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

Leadership during transfers

The arrivals at Iquitos airport will be met by staff from AmazonEco and given a briefing at the Casa Morey if they are arriving the day before the expedition starts or at the airport if they are arriving on the day of the expedition. Jeni Love (Operation Wallacea UK), Wes Spence (Operation Wallacea USA), Rebecca Beber (Ampleforth College, York) and/or Dr Bodmer will accompany all the groups travelling to or from the field sites. Jeni has worked for Operation Wallacea for over a year and helped manage the Peru project in 2010. Wes has been involved with Operation Wallacea since 2009 and has worked on projects in Egypt. Rebecca Beber is a teacher who has worked closely with Operation Wallacea for a number of years, leading school groups in Cuba, South Africa and Indonesia.

Leadership on the research boats

There will be two groups of research boats at any one time and these duties will be shared between Jeni Love, Wes Spence and Rebecca Beber.

Leadership on the forest and river surveys

Every group leaving the research ship must be accompanied by a group leader and a local guide. No formal guide qualifications exist in Peru, (particularly that are available to the local people in the remote communities in which we work) so the appointment of guides relies primarily on their levels of experience and their suitability gauged via personal references from senior village members. The Expedition Co-ordinator has the responsibility of employing locals as guides. A number of skills are required by all guides including:

- Knowledge of the local area
- An awareness of dangerous species including venomous snakes

In addition to the local guide though each group has a leader who is a graduate Peruvian or British biologist. Each of these group leaders have training in working with young people, how to respond to dangerous situations, basic first aid and how to lead a group. Their training follows a 3-stage induction period: shadowing a more experienced guide; then leading a group while supervised; and finally leading a group on their own.

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

On all the research ships there are male and female leaders.

5.3.4 For ventures where the participants are under 18 years of age or are vulnerable adults the venture provider shall select the leadership team in accordance with ensuring protection of these juveniles or vulnerable adults

The only participants under 18 are some of those participating with school groups. Most of the research and logistical staff working on the project are Peruvian and there is no direct equivalent system to the Criminal Records Bureau checks in the UK. Research and logistical staff in Peru have the standard Peruvian police check prior to employment. In addition all Opwall full time staff have Enhanced CRB checks. The strategy used by Operation Wallacea therefore is to ensure that at all overnight locations (the research boat and Casa Morey in Iquitos) there will always be an accompanying teacher. The teachers are all Criminal Record Bureau checked and stay with the students overnight at each location.

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

All staff have to sign a Code of Conduct.

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

Operation Wallacea has Tour Operators Liability cover which covers public and product liability to the value of £10 million, professional indemnity to the value of £250,000 and employers liability to £10 million. Operation Wallacea has purchased medical and evacuation insurance cover (up to £1million) for all staff and volunteers participating in the Peru expeditions. The medical and evacuation report is provided to the insurance company prior to the start of the expeditions so that all the evacuation routes are costed and prices agreed with speedboat operators, float planes, hospitals etc before the expeditions start.

5.4 In country representative

The venture provider shall identify an in-country representative to support the

response to an incident or emergency
See report on medical and evacuation procedures

5.5 Home agent

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

Operation Wallacea office has a 24hour emergency contact number (+44 (0) 1790 763194) with several staff available to deal with an emergency situation. All staff have had experience in emergency protocol and procedures.

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

6. Supervision and staffing ratios

6.1 General

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

See 5.2.1

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

There is sufficient manpower available to implement the risk reduction measures identified. Moreover, at each site a safety auditor has been identified to complete safety management audits (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.*

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

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

Operation Wallacea provide the details to the venture leader who then forwards it to the boat leaders so that it is held on each boat.

6.2 *Direct supervision*

6.2.1 *When direct supervision has been identified as sensible 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.*

6.3.2 *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.*

6.3.3 *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.*

6.3.4 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 (Risk Assessment and Management Systems) in accordance with Clause 13.

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

6.4 Personal time

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

No volunteers are allowed to leave the research ship 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 runner that can be sent back to the ship if the need arises to communicate. Although there are handheld VHF radios these do not work well in the forest terrain and a runner is much more reliable. Any volunteers 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.

No down time is allowed on the Peru expeditions and Operation Wallacea is responsible for the participants from the start point at Iquitos to the finish time in Iquitos.

7. Protection of a participant under 18 years of age or a vulnerable adult

The venture provider shall ensure that members of the leadership team who have unsupervised contact with participants have been checked for their suitability to work with participants under 18 years of age and vulnerable adults.

Operation Wallacea offer a free teacher place with every 10 students thus giving an automatic ratio of at least 1 to 10 (in line with the DfES). No school pupil is allowed

to participate in any activity without at least one other pupil from the school or a teacher being present. The accompanying teachers are already CRB checked and there will always be an accompanying teacher at any overnight location.

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 provider for all aspects of the expedition is AmazonEco led by Dr Rick Bodmer who is the Venture Leader. AmazonEco 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;*

NOTE Financial protection can be delivered through bonding and insurance arrangements.

- 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 above elements are checked each year through pre-expedition planning correspondence and/or site-visits.

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).

The leadership team are all informed as to the responsibilities of the third party provider, and are given the RAMs and Audit forms which correspond to these RAMs prior to the expedition, and are asked to perform these audits onsite.

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 9.3

NOTE Additional requirements for the provision of transport and accommodation are given in Clause 18 and Clause 19 respectively.

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.

The risk assessments, site and project descriptions, medical and evacuation and other safety documents were updated by consultation over email and Skype with Dr Bodmer in January 2011.

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 Analysis and Management Systems.

See travel advice report

10.7 A Risk Analysis 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 each of the Peru 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 the Peruvian Government and these are all obtained by AmazonEco.

13. Safety policy, risk analysis and management system

13.1 Safety Policy

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

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

See Operation Wallacea approach to health and safety page

13.2 Risk analysis and management system (RAMS)

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

- a) threat analysis for the venture destination in accordance with 13.3:
See Operation Wallacea approach to health and safety 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 Peru 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 Peru

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. Jeni Love, Operation Wallacea, last updated the risk assessments in October 2010 after an on site visit and consultation with relevant field staff. During the season audits are completed by on site staff. The purpose of these audits is to ensure the control measures identified in the RAMS are being implemented and also to provide any additional information on potential risks that can then be incorporated into the RAMS at the end of season review. The audit reports are available on request at the end of the season if required.

14. Legal framework and contracts

14.1 UK legislation

Operation Wallacea meets all the legal requirements for operating in the UK.

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 AmazonEco prior to the start of any expedition.

14.3 Contractual arrangements between the venture provider and the participant.

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

14.4 Consent for under 18 year olds and vulnerable adults

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

See schools booking form.

15. Insurance

15.1 General

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

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

15.2 Public Liability

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

Operation Wallacea has £10 million public liability

15.3 Third party insurance

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

Operation Wallacea's Tour Operators Liability 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 are supplied with insurance that covers the above costs.

16. Training and induction

16.1 General

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

16.1.2 The venture provider shall verify that:

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

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

16.2 Leadership team

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

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

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

The leaders on each of the boats 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*

All volunteers are given introductory lectures where the specific requirements of living on each of the boats and working at each of the sites are covered.

17. Joining Instruction

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

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

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

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

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

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

All participants are encouraged to approach staff during the expedition to raise any concerns they might have so the problems can be addressed. All participants are interviewed at the end of their expedition and their comments noted. If any complaint is received as part of these interviews that could not be resolved on site then an explanation is given as to why that issue could not be resolved on site. If the participant feels that the issue needs further explanation they have the facility to contact the Operations Director (alex.tozer@opwall.com) in writing at any period up

to 3 months after their expedition has finished. The Operations Director will investigate any complaints and respond in writing.

18. Travel

The Venture provider shall:

- a) *Ensure the travel element itinerary are:*
 - 1) *able to meet the needs of the venture particularly in respect of timing, availability and budget;*
 - 2) *Suitable for the participant as identified in clause 4;*
 - 3) *Risk assessed in accordance with Clause 13;*

- b) *identify any travel requirements which is pre or post venture during which participant and/or members if the leadership team will be required to act independently of the venture provider, e.g. transport to or from airport or transfer in-country to the starting point of the venture, transport to subsequent holiday venue;*

- c) *Where third party providers are being used:*
 - 1) *Select providers of transport services in accordance with clause 9;*
 - 2) *Ensure that transport providers are briefed on their duties and responsibilities;*

- d) *Advise participants (and stakeholders when requested) of the transport arrangements and provide additional guidance if:*
 - 1) *the transport is expected to be outside the participants experience, for example public transport in a foreign country;*
 - 2) *any significant safety or accessibility issue will affect the participants;*

- e) *have a procedure for assessment by a member of the venture leadership team at embarkation to ensure that transport provided is not unsafe;*

- f) *provide an explanation of the methods used to select the transport modes/providers if requested by a stakeholder;*

- g) *ensure contingency is in place in accordance with Clause 26.*

See risk assessments.

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.

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.

See medical and evacuation report.

21.2. Medical Planning

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

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

21.3 Pre-existing medical conditions

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

21.3.2 The venture provider shall examine the information provided in accordance with the medical screening process in 21.3.1 and, in cases where the condition might be exacerbated by the venture, a letter from the participant's doctor or medical specialist shall be requested confirming fitness to participate in the venture. In these cases, the venture provided shall provide details of the venture to enable the doctor to make an informed decision.

All participants need to complete a medical form, which is returned to the Op Wall 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 Peruvian nurses in the field before the expedition starts.

21.4 Prevention of ill health: Vaccinations and prophylaxis

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

See Approach to Health and Safety page

21.5 Environment related illness

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

See risk assessments page

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

onset of environment related illnesses (e.g. dehydration, 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.

Mosquito nets are provided to prevent bites and the students instructed to ensure they cover up in the evenings and use insect repellent.

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.

Each of the cooks on the boat has to have the Peruvian equivalent of the food hygiene certificate, and our RAMS and audits ensure that food is not left uncovered or reheated after it has been cooked.

21.6 Medical Expertise

There will be Peruvian qualified nurse on each group of research boats and based at the Pacaya Samiria research station. A full medical kit is on the boat which includes the equipment and medications needed to be able to deal with the minor conditions that may be encountered in the field. This reduces the need to rely on general medical care and enable us to continue working in the field. Research into medical facilities in country are completed prior to the start of the season by the in-country representative. Medical emergencies for students on the Samiria River are handled at the Ana Stahl Clinic in Iquitos, which is a 2 – 5hour hour speed-boat trip from the various research sites.

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 plan

23.2 Routine communications

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

See contacts page on the web site

23.3 Emergency communications

23.3.1 Venture emergency

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

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

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

23.3.1.3 The chosen method of communication shall be checked as available and effective in -country.

23.3.1.4 Where communication equipment is the primary means of contact, more than one member of the venture shall be capable of operating it.

See medical and evacuation plan

23.3.2 UK emergency

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

The UK office has an emergency 24 hour number that can be contacted throughout the expedition.

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

See medical and evacuation plan

24. Security

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

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

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

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

25. Contingency planning

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

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

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

26. Incident and emergency plan

26.1 General

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

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

- a) the procedures which are to be implemented in response to an incident or emergency, including resolution by those on the venture and/or using external agencies;*
- b) the division of responsibilities between the venture provider and the venture leader.*
- c) the support that will be provided to all stakeholders and how that will be provided.*
- d) the communication plan in accordance with Clause 23;*
- e) response to civil unrest and natural disasters;*
- f) missing person procedures*
- g) response to medical emergencies/ incidents including:*

1) options for medical services and support available at all stages of the venture;

2) contact details for medical services and support at all stages of the venture;

3) actions for specific medical needs of any member of the venture;

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

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

26.1.4 The venture provider shall provide all participants, members of the leadership team, home - agent and in-country representatives with a summary of the incident & emergency plan, and to all other stakeholders if requested, prior to contractual commitment. Where the participant is under 18 years of age or a vulnerable adult, this information shall also be provided to the participant's parent or responsible adult.

See medical and emergency evacuation plan

26.2 Post incident actions

26.2.1 Individual care

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

26.2.2 Post incident review

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

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

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

27. Equipment

27.1 Identification and acquisition

The venture provider shall establish procedures to ensure that equipment necessary to the venture is identified and that sufficient items are acquired accordingly.

27.2 Conditions of use

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

27.3 Inclusion in risk analysis and management systems:

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.

No equipment is hired out during the season.

28. Evaluation

28.1 Post Venture

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

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

An end of season science report is produced.

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

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

All participants are interviewed at the end of their expedition for feedback. The audit reports from each of the sites and different activities show how each of the non compliances identified have been corrected.

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

A medical report at the end of each season is produced which summarises the

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

All participants are encouraged to approach staff during the expedition to raise any concerns they might have so the problems can be addressed. All participants are interviewed at the end of their expedition and their comments noted. If any complaint is received as part of these interviews that could not be resolved on site then an explanation is given as to why that issue could not be resolved on site. If the participant feels that the issue needs further explanation they have the facility to contact the Operations Director (alex.tozer@opwall.com) in writing at any period up to 3 months after their expedition has finished. The Operations Director will investigate any complaints and respond in writing.

28.2 Annual evaluation

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

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

29. Conclusion

The Peru 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.