



# Operation Wallacea

Conservation research through academic partnerships

Compliance document to BS8848 for South  
Africa and Mozambique expeditions 2011

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## 1. introduction

This document identifies how the Operation Wallacea expeditions to South Africa and Mozambique 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 South Africa and Mozambique 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 bush training courses in the Mdluli Concession in Kruger National Park and Thanda Game Reserve, Kwa-Zulu Natal, an elephant behaviour project at Pongola Game Reserve, biodiversity monitoring at the Mdluli Concession and Manyeleti Game Reserve, and bird and habitat monitoring at Thanda Private Game Reserve and bird and habitat monitoring in the Welgevonden Reserve in the Waterberg Biosphere Reserve. In addition there are marine sites at Malongane in Mozambique just over the border from Kosi Bay in South Africa and another at Sodwana Bay in South Africa. Students at these sites are doing dive training, reef ecology course and assisting with reef surveys. Our partners in South Africa (Wildlife and Ecological Investments) organise the skills training for the surveyors and the logistics for the surveys in South Africa, which are completed by university academics with help from university students and the school sixth form groups. Our partners in Mozambique (Reef Divers) are based in Pretoria but take on the counterpart role for the projects run from the Malongane site.

The school groups and university students arrive at Johannesburg airport on all the expedition options. If they arrive the day before their expeditions start they are recommended to use the Airport Lodge (<http://www.airportlodge.co.za/>). This Lodge, which is more like a hotel is entirely self-contained with walled grounds and gardens and is a safe location for the students to spend a day or so before the expeditions start or whilst waiting for return flights. On booking the school can arrange for the Lodge to pick up the group direct from airport arrivals in small coaches.

The groups are then picked up by a reputable coach company and transferred to either Intibane Camp for the Thanda and Pongola expeditions, Nzikazi Camp in the

Mdluli Concession in Kruger National Park for the expeditions starting in the greater Kruger area or Welgevonden for the research projects in the Waterberg Biosphere Reserve. For expeditions going directly to Malongane, the transfer will take them to the border between South Africa and Mozambique, where they will be picked up and transferred to the Malongane Camp in southern Mozambique.

After completion of the bush training course the Pongola students are transferred to the Pongola Reserve by bus (1 hour) to gather data for elephant behaviour dissertations. At Pongola they stay in shared rooms with adjacent showers and toilets.

The volunteers moving to the marine site at Malongane in Mozambique are driven in small coaches to the Mozambique border at Kosi Bay. After passing through the border they are transferred to 4 wheel drive vehicles for the 40 minute journey over sand roads to the Malongane centre at Ponto do Ouro. At Malongane the students stay in 2 man dome safari tents and there is a shared toilet and shower block nearby. This camp has a permanent guard on the entrance. The students at this camp are either training to dive by completing a PADI Open Water dive training course, doing a reef ecology course where they will be having daily lectures and in-water tuition on how to identify reef organisms and if they are staying longer there is a reef monitoring project they can join.

If the volunteers are going to the Kruger National Park they would transfer by coach from Johannesburg to the Nzikazi Camp in the Mdluli Concession in Kruger. The Nzikazi camp is inside the Kruger Park, which contains a high density of game species including lion, rhino, elephant, buffalo and leopard. The camp grounds are fenced (3m electric fencing) and the students stay in 2 bedded tents. There are shared hot shower and toilet facilities. The students complete bush training and then participate in either biodiversity monitoring research if they are university students or habitat assessment and a training course in biodiversity monitoring if they are a schools group. Those university students wishing to go to the marine site are driven to the Mozambique border (11 hours) and to the Malongane Camp for a dive training, reef ecology course or participation in reef monitoring. Schools students are taken by coach to Sodwana Bay or Malongane Camp for the marine element of their project (11-14 hours).

At Welgevonden the students are staying in a fenced camp adjacent to the main entrance. They are staying in 2 bed dome safari tents and there is a nearby shared toilet and hot shower block. There is an armed guard at all times in this camp. Volunteers at this camp are helping with bird and habitat surveys on the Reserve and completing their dissertations.

Details of dissertation topics, projects, training courses and school group itineraries are available on the website ([www.opwall.com](http://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 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 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 1 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 (and 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](http://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](mailto:info@opwall.com)

### **4. Identification of potential participants**

#### *4.1 Information about potential participants*

##### *4.1.1 For each participant, the venture provider shall obtain:*

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

##### *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*

Tom Avent and Johan Scholtz, Wildlife Ecological Investments (WEI), Cape Town are the Venture Leaders for the South Africa. Johan has organised and supervised groups of students to undertake placements and research on game reserves throughout South Africa for the last 13 years and has run the Operation Wallacea programme for the last 6 years. Tom Avent is also the scientific co-ordinator for all the South Africa projects and has been with WEI since 2008.

Peter Herbst of Reef Divers, Pretoria, is the venture leader for the Mozambique expedition. ...

*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 Tom Avent and he selects the most appropriate staff to appoint. Data on medical and food issues for all staff and participants are forwarded to WEI 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.*

Clive Andrews (WEI) is the Logistics Co-ordinator. Clive has supervised students on the Operation Wallacea field trips to South Africa for 5 years.

#### **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 0800hrs on the Saturday. 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 Johannesburg airport by 8pm on the Friday 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. All transfers from Johannesburg airport to the start points of the expedition and back to the airport can be arranged through WEI.

#### **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. She has various staff assisting in different aspects of the project. For the 2011 field season Kathryn Knights will be fulfilling this role. Kathryn is Research and Operations Manager of Operation Wallacea and supported an expedition in South Africa for the duration of the 2010 season. 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 volunteers are met at the airport by a representative from Atlas Coaches who will take them to a central holding area in the retail section of

Johannesburg International Airport. The representative will then give the group a brief health and safety orientation whilst waiting for any other volunteers to arrive (until approximately 1030 hrs). The group will then be led to their bus, which will take them from Johannesburg to the Thanda Private Game Reserve, the Welgevonden Reserve, the Manyeleti Reserve or the Insikazii camp in Kruger.

The transfers will be run by Atlas Coaches. All drivers have at least 3 years professional driving experience, are qualified as “Professional Passenger Couriers”, with the appropriate licences and permits, and each perform annual medical tests to ensure health and safety regulations are met. We ensure they are registered members of SATSA (South African Tour Operators Association) and ASACO (Association of South African Coach Operators), and have comprehensive insurance (covering passenger, general, and motor 3rd party liability) of 100 million Euros.

#### *Leadership at Thanda and Pongola*

The Op Wall representative in the Thanda and Pongola reserves who will meet the incoming groups will be Kathryn Knights from the UK office. Kathryn has been leading school and university groups with Opwall for one season so far, and will be responsible for completing all the training in the operating and safety procedures at the camps. In addition she will be auditing the safety procedures for the camps and the various activities.

#### *Leadership at Mdluli*

The Op Wall representative at Mdluli will be Javier Marin from the Op Wall US office. Javier has been leading groups of school and university students at various Op Wall sites over the last 2 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 Manyeleti*

The Op Wall representative at Manyeleti will be Carys Edwards from the Op Wall U/k office. Carys supported school and university students on the Op Wall sites in South Africa in 2010. She will be responsible for meeting the incoming groups and completing all the training in the operating and safety procedures at the camp. In addition she will be auditing the safety procedures for the camp and the various activities.

#### *Leadership at Welgevonden*

The Op Wall representative at Welgevonden will be Gerhard Lorist from WEI. 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 Malongane*

The Op Wall representative at the Malongane marine site will be Dr Caine Delacy. Caine has spent 2 years working on field projects with Opwall volunteers and has run a series of marine based expeditions in Australia. 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 in-water activities.

#### *Leadership at Sodwana Bay*

The Op Wall representative at the Sodwana marine site will be Gwen Roberts from the Op Wall UK office. Gwen has worked for Opwall for 4 years and provided the leadership at Sodwana Bay site for the 2010 survey season. She will be responsible for meeting the incoming groups and completing all the training in the operating and safety procedures at the camp. In addition she will be auditing the safety procedures for the camp and the in-water activities.

#### *Leadership for trekking and foot based surveys*

Every group leaving a camp on foot must be accompanied by a FGASA (Field Guide Association of Southern Africa) qualified guide and one guide with rifle handling competency. There is one FGASA Field Guide for every group of 8 students when working close to a vehicle, 2 for every 8 students when on foot away from a vehicle.

#### *Leadership for in-water activities*

Peter Herbst who is a Master Dive Instructor under the PADI certification scheme runs the Malongane in-water operations. 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. In Sodwana Bay the dive training is run through the Day in Africa dive centre, with PADI qualified Instructors and DM's. The same ratio of Instructors and Dive Masters to students applies.

*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 also accompanied by a male and a female teacher.

*5.3.4 For ventures where the participants are under 18 years of age or are vulnerable adults the venture provider shall select the leadership team in accordance with ensuring protection of these juveniles or vulnerable adults*  
The only participants under 18 are some of those participating with school groups. The teachers are all Criminal Record Bureau checked and stay with the students overnight at each location (see report for LEA's which describes this in more detail). 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 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 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. The Emergency Incident coordination role will be fulfilled by Tom Avent who has 3 years experience of leading expeditions in the South Africa bush.

#### *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 South African expeditions with the emergency telephone.

## 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.*

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

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

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

## *6.2 Direct supervision*

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

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

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

## *6.3 Indirect supervision*

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

*6.3.3 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**.*

The Venture Leader rotates between the various camps so much of the expedition is indirectly supervised with appointed leaders for each section as described in section 5.3.2.

#### *6.4 Personal time*

*Where the opportunity of personal time under the leadership of the supervision 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 handphone depending on the location and is responsible for the safety of the group. Anyone not following this rule will be cautioned.

#### *6.5 Down time*

*Notwithstanding the fact that, by definition, down time is outside the jurisdiction of the venture provider, the start and finish of down time remains the venture provider's responsibility and shall be managed and monitored in accordance with pre-determined procedures 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 South Africa 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 100 staff working on the survey expeditions as well as a further 100 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 provider for all aspects of the expeditions in South Africa is Wildlife and Ecological Investments, a Capetown based NGO led by Johan Scholtz and Tom Avent who is the South Africa Venture Leader. WEI and Operation Wallacea have worked together to fully implement BS8848 throughout all aspects of the expedition.

The third party provider for all aspects of the expeditions in Mozambique is Reef Divers, a Pretoria based dive operator headed by Peter Herbst who is the Mozambique Venture Leader.

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

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

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

*9.4 The venture provider shall inform the leadership team of specific aspects of the third party provider's service requiring appraisal by the leadership team before and during use, with a concurrent contingency plan (see Clause 25).*

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

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

See 9.2.

## **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 advice<sup>3</sup> shall be checked and its advice on dangers shall be taken into account in the risk assessment and management system.*

See travel advice report

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

See risk assessments report

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

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

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

## **11. Venture integrity**

There is no down time on the South African 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 travel pages for the information provided to participants about passports and visas. Permits are needed from the various National Parks and their associated research committees and these are all obtained by WEI and Reef Divers.

## **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 South Africa 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 [South Africa](#) or [Mozambique](#).

### *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 January 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.*

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

### *14.3 Contractual arrangements between the venture provider and the participant.*

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

### *14.4 Consent for under 18 year olds and vulnerable adults*

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

See schools booking form.

## **15. Insurance**

### *15.1 General*

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

*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](http://www.opwall.com)).

#### *16.3.2 During venture*

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

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

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](http://www.opwall.com)).

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

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

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

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

## **18. Travel**

*The Venture provider shall:*

- a) Ensure the travel element itinerary are:*
  - 1) able to meet the needs of the venture particularly in respect of timing, availability and budget:*
  - 2) Suitable for the participant as identified in clause 4;*
  - 3) Risk assessed in accordance with Clause 13;*
- b) identify any travel requirements which is pre or post venture during which participant and/or members if the leadership team will be required to act independently of the venture provider, e.g. transport to or from airport or*

*transfer in-country to the starting point of the venture, transport to subsequent holiday venue;*

- c) Where third party providers are being used:
  - 1) Select providers of transport services in accordance with clause 9;*
  - 2) Ensure that transport providers are briefed on their duties and responsibilities;**
  
- d) Advise participants (and stakeholders when requested) of the transport arrangements and provide additional guidance if:
  - 1) the transport is expected to be outside the participants experience, for example public transport in a foreign country;*
  - 2) any significant safety or accessibility issue will affect the participants;**
  
- e) have a procedure for assessment by a member of the venture leadership team at embarkation to ensure that transport provided is not unsafe;*
  
- f) provide an explanation of the methods used to select the transport modes/providers if requested by a stakeholder;*
- g) ensure contingency is in place in accordance with Clause 26.*

See risk assessments and audit forms.

## **19. Accommodation**

*The Venture provider shall ensure that:*

- a) the accommodation used meets the needs and objectives of the venture;*
- b) the accommodation elements of the itinerary are risk analysed in the accordance with Clause 13;*
- c) a procedure for checking the safety and suitability of all accommodation is established and make it available to the stakeholder on request;*
- d) third party providers of accommodation are selected in accordance with Clause 9;*
- e) the accommodation is consistent with the needs of the participants as identified in Clause 4;*
- f) a procedure exists for assessment by a member of the venture leadership team that the accommodation provided is not unsafe and is appropriate for the care and well being of all persons on the venture;*
- g) contingency is in place in accordance with Clause 26;*
- h) participants (and stakeholders when requested) are advised of the accommodation arrangements and provided with additional guidance if:
  - 1) the accommodation is expected to be outside the participants' experience e.g. homestays;*
  - 2) any significant safety or accessibility issues will affect the participants;*
  - 3) training needed in the safe construction and or the safe use of temporary accommodation (e.g. a tent)**

See risk assessments and audit forms.

## **20. Environment**

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

See section 5 above.

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

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

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

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

See Operation Wallacea web site ([www.opwall.com](http://www.opwall.com)).

## **21. Medical**

### *21.1 General*

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

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

Operation Wallacea and WEI employ sufficient qualified medical staff to provide the medical support at each of the field sites dependent on the proximity of high quality private hospitals. The Mdluli site is covered by a private hospital at Nelspruit, the Manyeleti site by a hospital at Hoedspruit, the Pongola and Intibane sites are covered by a similar hospital at Pongola, Welgevonden by a private hospital at Pretoria and the Sodwana Bay site by a hospital at Richards Bay. At these sites only FGASA qualified guides are used and all have First Aid qualifications. At each site a male and a female FGASA Guide are nominated as the Medical Officers with all treatment beyond First Aid being undertaken at the private hospitals. At the Malongane site however, there is a qualified medic on site since the transfer distances to good hospitals is too far (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 South Africa and Mozambique medical officers in the field before the expedition starts.

## *21.4 Prevention of ill health: Vaccinations and prophylaxis*

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

*See Approach to Health and Safety page.*

## *21.5 Environment related illness*

*21.5.1 the venture provider shall ensure that the leadership team has knowledge of the risks, prevention, recognition and treatment of environment of related illness which could be 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.

*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.*

Opwall has a contingency plan for a number of possible scenarios.

## **26. Incident and emergency plan**

### *26.1 General*

*26.1.1 The venture provider shall have written incident and emergency plan in place before the venture begins. The venture provider shall instruct the*

*leadership team of responsibilities and actions with regard to its implementation.*

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

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

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

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

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

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

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

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

*See Medical and Evacuation 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 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 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](mailto:alex.tozer@opwall.com)) in writing at any period up to 3 months after their expedition has finished. The Operations Director will investigate any complaints and respond in writing.

### 28.2 Annual evaluation

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

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 South Africa and Mozambique 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.