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**Adventure tourism — Safety  
management systems —  
Requirements**

*Tourisme d'aventure — Systèmes de management de la sécurité —  
Exigences*

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is Technical Committee ISO/TC 228, *Tourism and related services*.

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## Introduction

### 0.1 Adventure tourism

Adventure tourism is a global industry growing in importance. Whether provided on a commercial, not-for-profit or charitable basis, adventure tourism activities involve an accepted, inherent element of risk and challenge. Taking risks brings rewards but also brings dangers. In order to maximize the rewards, adventure tourism activity providers need to operate as safely as practicable.

This International Standard, ISO/TR 21102 and ISO 21103 provide a basis for adventure tourism activity providers to plan, communicate about, and deliver adventure tourism activities as safely as practicable.

Effective implementation of this International Standard, ISO/TR 21102 and ISO 21103 will help consumers make informed choices about activities and providers.

### 0.2 Adventure tourism standards

The purpose of adventure tourism standards is to set out the minimum requirements for safety management systems and communication to participants. They are independent entities since they apply to different aspects of adventure tourism.

- this International Standard specifies how the adventure tourism organization manages its operations in terms of safety;
- ISO/TR 21102 provides data on the minimum competence of adventure tourism activity leaders;
- ISO 21103 specifies the minimum information to be communicated to participants and potential participants before, during and after the activity to ensure safety.

### 0.3 Purpose of this International Standard

The purpose of this International Standard is to set out the minimum requirements for a safety management system for adventure tourism activity providers.

A risk management process is an integral part of a safety management system. A safety management system provides the framework for continual improvement and contributes to the delivery of safe adventure tourism activities.

The safety management system approach encourages providers to analyse their adventure tourism activities, understand participants' requirements, define the processes that ensure safety, and keep these processes under control.

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# Adventure tourism — Safety management systems — Requirements

## 1 Scope

This International Standard outlines the requirements of a safety management system for adventure tourism activity providers.

A provider can use this International Standard for the following:

- a) to enhance safety performance;
- b) to meet expectations for participant and staff safety;
- c) to demonstrate safe practice;
- d) to support compliance with applicable legal requirements.

This International Standard can be used by all types and sizes of providers, operating in different geographic, cultural and social environments.

## 2 Normative references

There are no normative references.

## 3 Terms and definitions

### 3.1

#### organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.9)

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

### 3.2

#### interested party

person or *organization* (3.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity

### 3.3

#### requirement

need or expectation that is stated, generally implied or obligatory

Note 1 to entry: “Generally implied” means that it is custom or common practice for the organization and interested parties that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example, in documented information.

### 3.4 management system

set of interrelated or interacting elements of an *organization* (3.1) to establish *policies* (3.7) and *objectives* (3.9) and *processes* (3.13) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The system elements include the organization's structure, roles and responsibilities, planning, operation, etc.

Note 3 to entry: The scope of a management system may include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

### 3.5 top management

person or group of people who directs and controls an *organization* (3.1) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.4) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

### 3.6 effectiveness

extent to which planned activities are realized and planned results achieved

### 3.7 policy

intentions and direction of an *organization* (3.1), as formally expressed by its *top management* (3.5)

### 3.8 safety policy

policy of an *organization* (3.1) in regard to its safety performance

Note 1 to entry: The safety policy provides a structure for action and definition of its safety objectives.

### 3.9 objective

result to be achieved

Note 1 to entry: An objective can be strategic, tactical, or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organization-wide, project, product and *process* (3.13)).

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an adventure tourism safety objective, or by the use of other words with similar meaning (e.g. aim, goal, or target).

Note 4 to entry: In the context of adventure tourism safety management systems, adventure tourism safety objectives are set by the organization, consistent with the adventure tourism safety policy, to achieve specific results.

### 3.10 risk effect of uncertainty

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential *events* (3.38) and *consequences* (3.39), or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated *likelihood* (3.41) of occurrence.

### 3.11

#### **competence**

ability to apply knowledge and skills to achieve intended results

### 3.12

#### **documented information**

information required to be controlled and maintained by an *organization* (3.1) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media and from any source.

Note 2 to entry: Documented information can refer to:

- the *management system* (3.4), including related *processes* (3.13);
- information created in order for the organization to operate (documentation);
- evidence of results achieved (records).

### 3.13

#### **process**

set of interrelated or interacting activities which transforms inputs into outputs

### 3.14

#### **performance**

measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of activities, *processes* (3.13), products (including services), systems or *organizations* (3.1).

### 3.15

#### **outsource** (verb)

make an arrangement where an external *organization* (3.1) performs part of an organization's function or *process* (3.13)

Note 1 to entry: An external organization is outside the scope of the *management system* (3.4), although the outsourced function or process is within the scope.

### 3.16

#### **monitoring**

determining the status of a system, a *process* (3.13) or an activity

Note 1 to entry: To determine the status, there may be a need to check, supervise or critically observe.

### 3.17

#### **measurement**

*process* (3.13) to determine a value

### 3.18

#### **audit**

systematic, independent and documented *process* (3.13) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.

### 3.19

#### **conformity**

fulfilment of a *requirement* (3.3)

### 3.20

#### **nonconformity**

non-fulfilment of a *requirement* (3.3)

### 3.21

#### **correction**

action to eliminate a detected *nonconformity* (3.20)

### 3.22

#### **corrective action**

action to eliminate the cause of a *nonconformity* (3.20) and to prevent recurrence

### 3.23

#### **continual improvement**

recurring activity to enhance *performance* (3.14)

### 3.24

#### **incident**

*event* (3.38) leading to an accident or having the potential to lead to an *accident* (3.25)

Note 1 to entry: The term "incident" includes "almost accident" and "*accident* (3.25)".

Note 2 to entry: An incident in which no disease, injury, damage or any other loss takes place is also called "almost accident".

### 3.25

#### **accident**

*incident* (3.24) resulting in death, disease, injury or other damage

### 3.26

#### **hazard**

source of potential harm

Note 1 to entry: Hazard can be a risk source.

[SOURCE: ISO Guide 73:2009, 3.5.1.4]

### 3.27

#### **hazard identification**

process of recognizing the existence of a *hazard* (3.26) and defining its characteristics

### 3.28

#### **risk identification**

process of finding, recognizing and describing *risks* (3.10)

Note 1 to entry: Risk identification involves the identification of risk sources, *events* (3.38), their causes and their potential *consequences* (3.39).

Note 2 to entry: Risk identification can involve historical data, theoretical analysis, informed and expert opinions, and the needs of *interested parties* (3.2).

### 3.29

#### **risk assessment**

overall process of *risk identification* (3.28), *risk analysis* (3.30) and *risk evaluation* (3.32)

[SOURCE: ISO Guide 73:2009, 3.4.1]

### 3.30

#### **risk analysis**

process to comprehend the nature of *risk* (3.10) and to determine the *level of risk* (3.31)

Note 1 to entry: Risk analysis provides the basis for *risk evaluation* (3.32) and decisions about *risk treatment* (3.33).

Note 2 to entry: Risk analysis includes risk estimation

[SOURCE: ISO Guide 73:2009, 3.6.1]

### 3.31

#### **level of risk**

magnitude of a *risk* (3.10) or combination of risks, expressed in terms of the combination of *consequences* (3.39) and their *likelihood* (3.41)

[SOURCE: ISO Guide 73:2009, 3.6.1.8]

### 3.32

#### **risk evaluation**

process of comparing the results of *risk analysis* (3.30) with risk criteria to determine whether the *risk* (3.10) and/or its magnitude is acceptable or tolerable

Note 1 to entry: Risk evaluation assists in the decision about *risk treatment* (3.33).

[SOURCE: ISO Guide 73:2009, 3.7.1]

### 3.33

#### **risk treatment**

process to modify *risk* (3.10)

Note 1 to entry: Risk treatment can involve:

- avoiding the risk by deciding not to start or continue with the activity that gives rise to the risk;
- taking or increasing risk in order to pursue an opportunity;
- removing the risk source;
- changing the *likelihood* (3.41);
- changing the *consequences* (3.39);
- sharing the risk with another party or parties including contracts and risk financing; and
- retaining the risk by informed decision.

Note 2 to entry: Risk treatments that deal with negative consequences are sometimes referred to as “risk mitigation”, “risk elimination”, “risk prevention” and “risk reduction”.

Note 3 to entry: Risk treatment can create new risks or modify existing risks.

[SOURCE: ISO Guide 73:2009, 3.8.1]

### 3.34 safety

state in which the *risk* (3.10) of harm (to persons) or damage is limited to an acceptable level

### 3.35 adventure tourism activity

adventure activity for tourism purposes that involves a degree of instruction or leadership and a deliberate accepted element of *risk* (3.10)

Note 1 to entry: An accepted element of risk means that the participant has a minimum understanding about the risk involved.

### 3.36 adventure tourism activity provider

individual or *organization* (3.1) having overall responsibility for all aspects of the provision of *adventure tourism activities* (3.35)

Note 1 to entry: Adventure tourism activities can be provided free of charge or in return for payment

### 3.37 participant

person taking part in an *adventure tourism activity* (3.35) but not a member of the leadership team

Note 1 to entry: A participant might also be referred to as “client”, “customer” or similar.

Note 2 to entry: A leadership team comprises several leaders.

### 3.38 event

occurrence or change of a particular set of circumstances

Note 1 to entry: An event can be one or more occurrences, and can have several causes.

Note 2 to entry: An event can consist of something not happening.

Note 3 to entry: An event can sometimes be referred to as an “*incident* (3.24)” or “*accident* (3.25)”.

Note 4 to entry: An event without *consequences* (3.39) can also be referred to as a “near miss”, “*incident* (3.24)”, “near hit” or “close call”.

[SOURCE: ISO Guide 73:2009, 3.5.1.3]

### 3.39 consequence

outcome of an *event* (3.38) affecting *objectives* (3.9)

Note 1 to entry: An event can lead to a range of consequences.

Note 2 to entry: A consequence can be certain or uncertain and can have positive or negative effects on objectives.

Note 3 to entry: Consequences can be expressed qualitatively or quantitatively.

Note 4 to entry: Initial consequences can escalate through knock-on effects.

[SOURCE: ISO Guide 73:2009, 3.6.1.3]