

# ISO 3021:2023-01 (E)

## Adventure tourism - Hiking and trekking activities - Requirements and recommendations

---

<b>Contents</b>		<b>Page</b>
Foreword .....		v
Introduction .....		vi
1	Scope .....	1
2	Normative references .....	1
3	Terms and definitions .....	1
4	Service requirements .....	4
5	Leadership .....	5
5.1	Leader qualifications and quantities .....	5
5.2	Assistant competencies .....	5
6	Participants .....	6
6.1	Profile collection .....	6
6.2	Information analysis .....	6
7	Equipment .....	7
7.1	Equipment availability and quantities .....	7
7.1.1	General .....	7
7.1.2	Collective equipment .....	7
7.1.3	Individual equipment .....	7
7.2	Equipment maintenance, cleaning and sanitizing .....	8
8	Participant preparation .....	9
8.1	Information for participants .....	9
8.1.1	General .....	9
8.1.2	Knowledge of risks and responsibilities .....	9
8.2	Participant instruction .....	10
9	Safety and insurance requirements .....	10
9.1	General .....	10
9.2	Prevention of risks and safety measures .....	10
9.3	Communication .....	11
9.4	Specific requirements for self-guided routes .....	11
10	Risk management .....	12
10.1	Risk analysis and assessment .....	12
10.2	Hazard and risk inventory .....	12
10.3	Risk treatment .....	13
10.4	Emergency preparedness and response .....	13
11	Service completion .....	14
12	Service control .....	14
12.1	General requirements .....	14
12.2	Records .....	15
12.2.1	Maintaining a registration system .....	15

12.2.2	Suggestion and critical records .....	15
12.2.3	Incident recording, including accidents .....	15
12.3	Procedures .....	16
12.4	Critical service review .....	16
13	Social and environmental mitigation and conservation .....	16
14	Route classification .....	17
14.1	General requirements .....	17
14.2	Classification criteria .....	17
14.3	Classification procedures .....	17
14.3.1	General .....	17
14.3.2	Severity of the environment .....	18
14.3.3	Route navigation orientation .....	19
14.3.4	Terrain conditions .....	19
14.3.5	Physical exertion .....	20
14.4	Classification communication .....	23
Annex A (informative)	Hiking and trekking route classification reference table .....	25
Annex B (informative)	Hiking and trekking route classification form .....	26
Annex C (informative)	Example of hiking and trekking route classification .....	28
Bibliography	.....	29