ISO 21101:2014-04 (E)

Adventure tourism - Safety management systems - Requirements

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Context of the organization 7
4.1 Understanding the organization and its context 7
4.2 Understanding the needs and expectations of interested parties 7
4.3 Determining the scope of the adventure tourism safety management system 8
4.4 Adventure tourism safety management system 8

5 Leadership 8
5.1 Leadership and commitment 8
5.2 Policy 8
5.3 Organizational roles, responsibilities and authorities 9

6 Planning 9
6.1 Actions to address risks and opportunities 9
6.2 Adventure tourism safety objectives and planning to achieve them 10

7 Support 11
7.1 Resources 11
7.2 Competence 11
7.3 Awareness 11
7.4 Communication 11
7.5 Documented information 12

8 Operation 13
8.1 Operational planning and control 13
8.2 Emergency preparedness and response 14
8.3 Managing incidents 14

9 Performance evaluation 15
9.1 Monitoring, measurement, analysis and evaluation 15
9.2 Internal audit 15
9.3 Management review 16

10 Improvement 16
10.1 Nonconformity and corrective action 16
10.2 Continual improvement 17

Annex A (normative) Adventure tourism risk management process 18

Annex B (informative) Partial examples of tools for safety management 20

Bibliography 22