BS ISO 21101:2014+A1:2024

BSI Standards Publication

Adventure tourism — Safety management systems — Requirements

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Full document details: BS ISO 21101:2014+A1:2024

National foreword

This British Standard is the UK implementation of ISO 21101:2014+A1:2024. It supersedes BS ISO 21101:2014, which is withdrawn.

The start and finish of text introduced or altered by amendment is indicated in the text by tags. Tags indicating changes to ISO text carry the number of the ISO amendment. For example, text altered by ISO amendment 1 is indicated by A1⟩ ⟨A1.

BS ISO 21101:2014+A1:2024 is designed to help implement a minimum standard for management systems in the adventure tourism industry. This standard, along with BS ISO 21103 and PD ISO/TR 21102, is intended for use in countries without formally recognized training schemes. The UK committee hopes that this will benefit UK travellers enjoying adventurous activities overseas.

The decision to adopt this standard supports this global initiative, with the intention of increasing awareness of the standard amongst those providing activities and participants engaging in adventurous activities. If an adventurous activity is to be managed by a provider based in the country to be visited, the UK committee recommends that UK providers and participants establish whether ISO 21101 is in use.

BS ISO 21101:2014+A1:2024 is aligned with relevant UK legislation and voluntary standards. In some areas, the UK legislation and voluntary standards may be more explicit; this is most notable in activities which have national governing bodies in place with an associated qualifications system. The UK committee therefore recommends that for adventure tourism providers that already implement the UK legislation and voluntary standards (in particular, BS 8848), BS ISO 21101:2014+A1:2024 should be utilized alongside them, rather than on its own.

The UK participation in its preparation was entrusted to Technical Committee SVS/2, Tourism services.

A list of organizations represented on this committee can be obtained on request to its committee manager.

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ISBN 978 0 539 30733 7

ICS 03.080.30; 03.100.70; 03.200.10

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This British Standard was published under the authority of the Standards Policy and Strategy Committee on 31 May 2014.

Amendments/corrigenda issued since publication

Date	Text affected
31 March 2024	Implementation of ISO amendment 1:2024

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INTERNATIONAL STANDARD

ISO 21101: 2014+A1

First edition
2014-04

Amendment 1
2024-02

Adventure tourism — Safety management systems — Requirements

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

Reference number
ISO 21101:2014(E)

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Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
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Published in Switzerland

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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).

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).

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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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

For the purposes of this document, the following terms and definitions apply.

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.

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