

Principles for the proper management of accidents in adventure tourism

RISK AND SAFETY MANAGEMENT IN ADVENTURE TOURISM

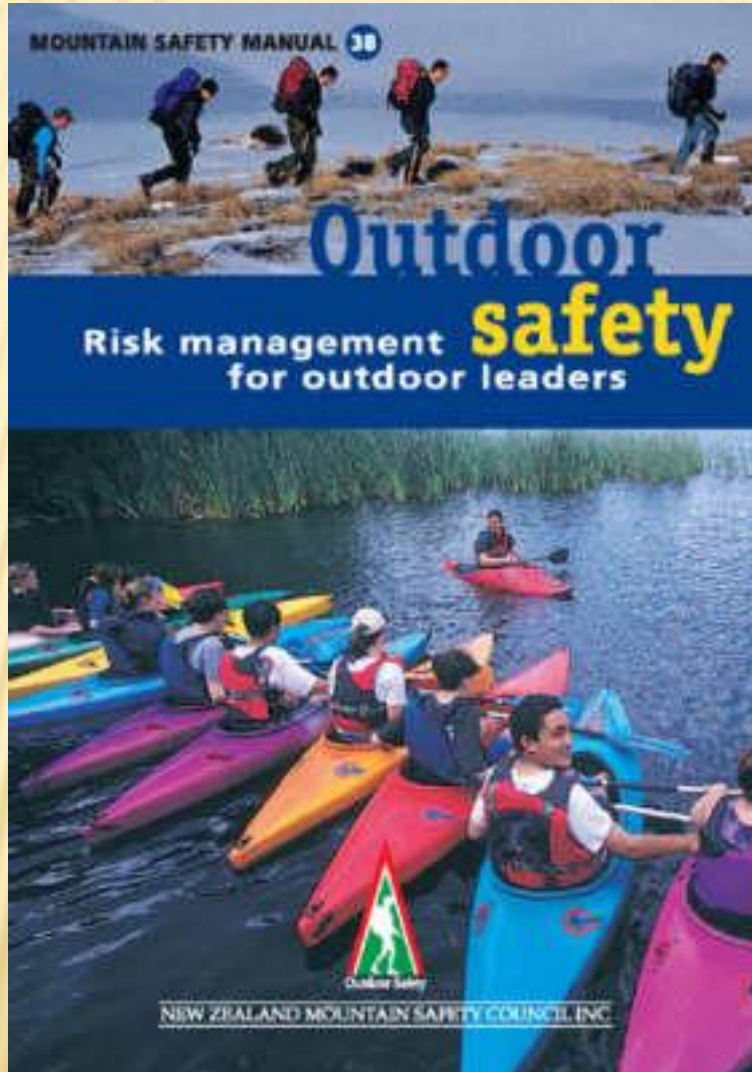
WHAT WE AGREED?



WHAT WE HAVE TO DO? FIRST STEP



SECOND STEP



Risk assessment

Risk assessment for each product.

Working procedures

Work procedures are general, but for each product there should be a special variant with a check list.

An emergency/contingency plan

An emergency plan should be part of the work procedures for each product.

Incident

All incidents should be well recorded and analyzed because we can LEARN A LOT FROM THEM!

Incident report

The report is the main element for improving work procedures and an emergency plan.

MANAGEMENT OF THE SITUATION

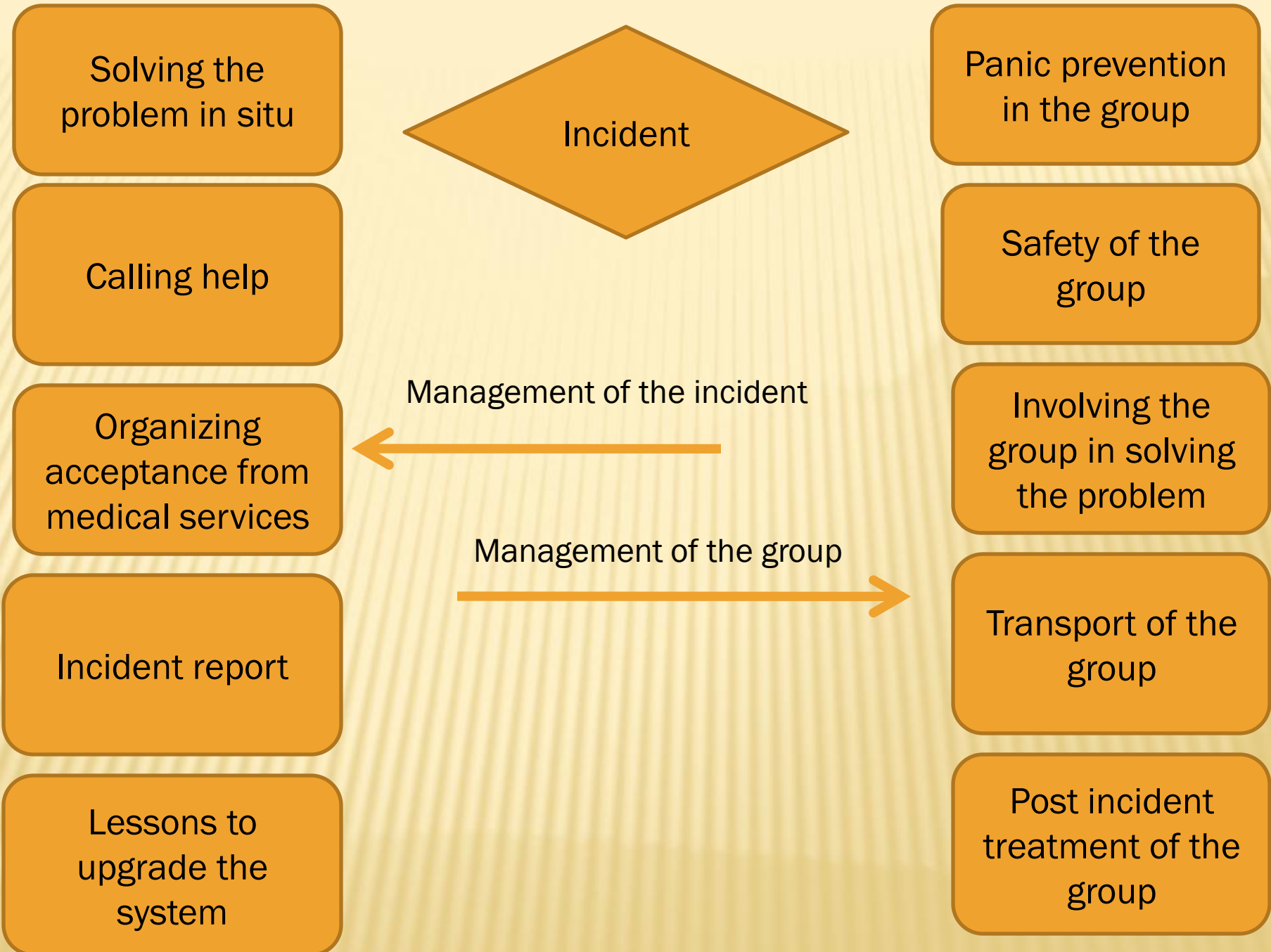
On the field (in situ)

**Institutions (police, embassies,
ambulance)**

Clients

Staff at the agency

Public



Incident

Management of the incident

Management of the group

Solving the problem in situ

Calling help

Organizing acceptance from medical services

Incident report

Lessons to upgrade the system

Panic prevention in the group

Safety of the group

Involving the group in solving the problem

Transport of the group

Post incident treatment of the group

COMMUNICATION

Media

Police

Relatives and
group members

Communication

Communication
with embassies

Company staff

Changes in the
itinerary

COMMUNICATION LINES - A MODEL IN DEVELOPED COMPANIES



POST INCIDENT TREATMENT OF THE GROUP

Analysis of the
accident

Establishing
common
attitudes

Consensual
announcement

POST INCIDENT PROCEDURES IN THE COMPANY

Analysis of
the accident

Determining the
real reasons

Determining
any omissions

Upgrading
the system

TAKING MEASURES TO PROTECT THE REPUTATION



CONCLUSION

The most important thing is:

1. Awareness and culture for risk management.
2. The risk management strategy in the company.
3. Risk management procedures for each working position.
4. Security plan and emergency plan for each product / tour.