Risk Management for Tour Operators

Online Training Course 1:
Introduction

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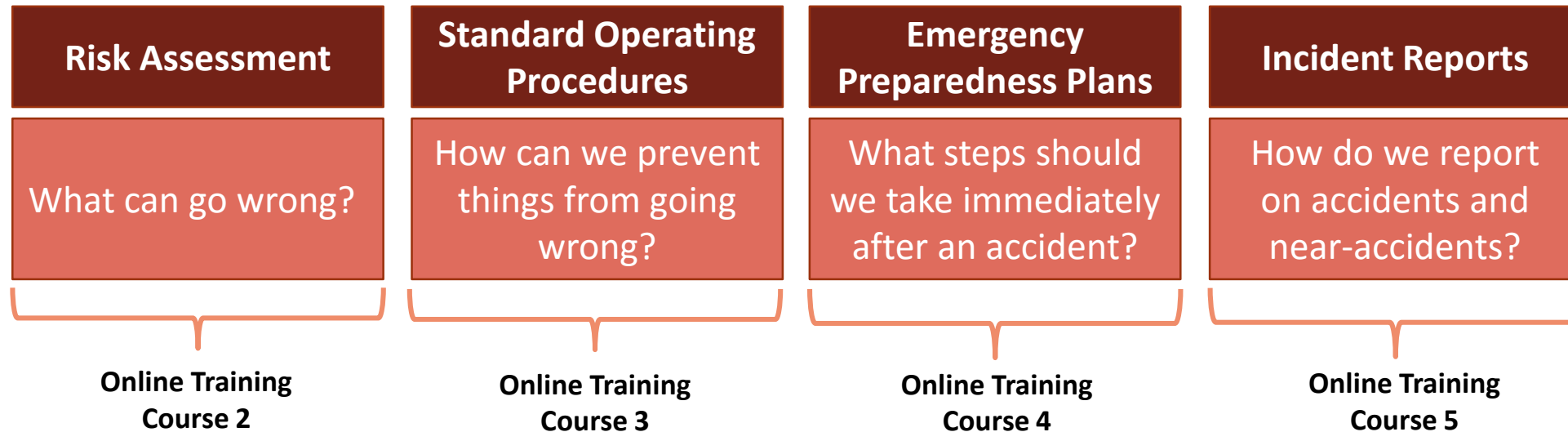Zusammenarbeit (GIZ) GmbH

WHAT IS THE PURPOSE OF THE ONLINE COURSES?

- Most tour operators already practice risk management, but often it is not **systematic**.

- **Systematic risk management**

  - Ensures a **consistent safety and quality standard** in your tours.

  - Helps you comply to **international safety standards**.

  - Communicates **commitment to safety** to your clients and partners.

- The online courses should help you create a standard **risk management system**.

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WHAT IS A RISK MANAGEMENT SYSTEM?

- A standard **risk management system** requires:

Risk Assessment	Standard Operating Procedures	Emergency Preparedness Plans	Incident Reports
What can go wrong?	How can we prevent things from going wrong?	What steps should we take immediately after an accident?	How do we report on accidents and near-accidents?

Online Training Course 2   **Online Training Course 3**   **Online Training Course 4**   **Online Training Course 5**

- It is also good to have **an insurance system** to protect your business, clients and partners.

Online Course Module 5

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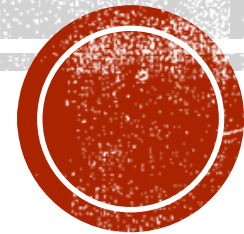
HOW ARE THE ONLINE COURSES SET UP?

- Every training course module will help you create a different part of a **standard risk management system for tour operators**.
- **GIZ** will give you **practical tools** to build your risk management system.
- **Explore Worldwide** will share their **experience on the ground**.
- After each course, you will receive a **homework assignment**.
- If you complete all assignments, your company will receive a **participation certificate**.
- You are welcome to send us **comments and questions**.

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HOMEWORK ASSIGNMENT

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ASSIGNMENT 1

- Give an overview of your company, your current risk management practices and needs, and your plan for building a standard risk management system.

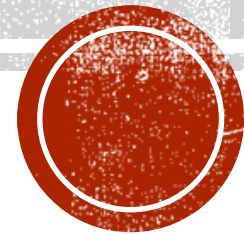- Download our template from our website:

Planning your RMS

- Please send you assignments to riskmanagement4tourism@gmail.com.

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REFERENCES

REFERENCES

- Vakinn (2013): Safety plan for tourism. Guidelines and examples. http://www.vakinn.is/static/files/Enska/safety-plan-for-tourism.pdf

- New Zealand's Support Adventure(2017): http://www.supportadventure.co.nz/safety-management-systems

- ISO (2016): ISO 21101 - Adventure tourism - Safety management systems - A practical guide for SMEs. https://www.iso.org/publication/PUB100405.html

- Explore (2012): The Explore Safety Manual. How to keep you and your group safe (& happy!)

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THANK YOU!

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