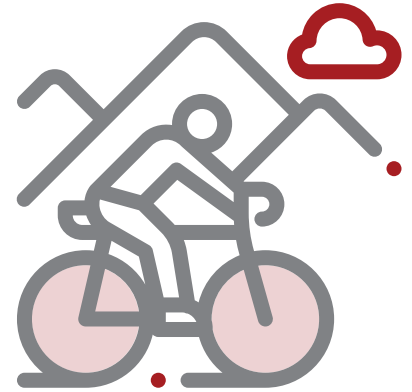


PROMOTING SAFETY IN ADVENTURE TOURISM DESTINATIONS

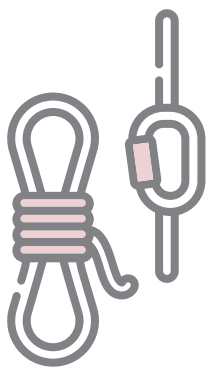
In varying degrees, the risk is present in all adventure experiences; however, with necessary measures, we need to minimize the risks that could result in an injury, and in case it happens, we still need to have essential systems in place to act in an emergency.

There are various reasons for implementing risk and safety management system:

- ▶ As a tourism service provider, we are responsible for providing quality and safe services to our customers
- ▶ Safety is a significant element while deciding destinations for tourists
- ▶ International tour operators look for partners who could provide safe services
- ▶ Reputation is the critical element of the era of social media; any accident-incident will negatively impact potential customers
- ▶ By implementing RSMS, we could minimize the damage, reduce cost and litigation



WHAT IS RSMS?



The use of risk and safety management is a widespread approach not only in tourism but in many other industries to approach the risk issue systematically.

We define risk and safety management for tourism as a management system that focuses on ensuring safety of tourists/clients and staff by efficiently managing operational risks through leadership commitment, clearly defined responsibilities, roles, processes and procedures (e.g., SOPs, EPP, Incident Reporting), building capacity among staff with training; and monitoring of practices and results with objectives and targets.

RISK ASSESSMENT:

To identify the risks, we need to conduct a risk assessment. A risk assessment will help you to categorize the risks and take the necessary measures to minimize the damage.

STANDARD OPERATING PROCEDURES:

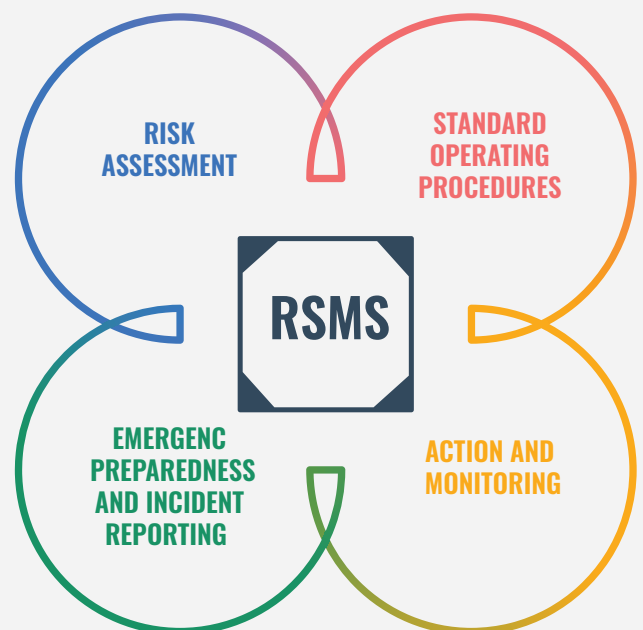
All management system requires sets of documents, and we need instructions guidelines and checklists to control measures, skills, equipment; thus, standard operating procedures help us to have unified processes.

EMERGENCY PREPAREDNESS AND INCIDENT REPORTING:

Despite maximum efforts, emergencies can still happen, and for minimizing the damage, we need to have emergency plans and record accidents to understand root causes and take necessary measures.

ACTION PLAN AND MONITORING:

We need to monitor and review the system on a continuous basis to reach the results we wanted to achieve. The action plan will help us to observe whether the actions we have taken are efficient and useful.



HOW DO WE SUPPORT TOURISM SERVICE PROVIDERS TO IMPLEMENT RSMS?



TRAINING

To build capacity among tourism actors, we provide basic and advanced risk and safety management training, first aid training, wilderness first aid training, and other types of subject-specific training based on the needs of tourism service providers. We also provide training of trainers sessions for organizations that would like to promote the creation of risk and safety management systems in tourism.



COACHING

For organizations that demonstrate a commitment to implementing risk and safety management, we provide coaching services to deep dive their gaps and improvement points for better addressing the risks that they are facing in daily operations.



ONLINE RESOURCES

The project presents various resources on how to implement risk and safety management systems and tools. You can visit our website and complete the online course on risk and safety management system and download various tools and guidelines.

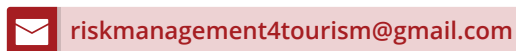
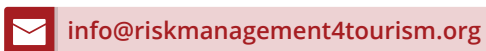


HOW TO PARTICIPATE IN THE PROJECT?

All project activities are free of charge.
However, we expect from participating organizations

- ▶ To register to the website of the project
- ▶ To be committed and voluntary to implement a risk and safety management system
- ▶ To be open about sharing their experiences
- ▶ To be participative to the project monitoring activities

If you would like to participate in our events, please contact



ABOUT THE PROJECT

Deutsche Gesellschaft für Zusammenarbeit (GIZ) and **Explore Worldwide** is partnered as part of an international project on promoting risk management in the tourism sectors of Georgia, Kyrgyzstan, Macedonia, Morocco, and Turkey.

The project aims to reduce the number of accidents in tourism and provide support to the target countries to create safe conscious environments.

For more information, you can contact danny.denolf@giz.de

