



British Standard 8848, named after the height in metres of Mount Everest in 2007, pulls together expertise and good practice into a national standard for the safe management of overseas ventures. BS 8848 provides a specification for organizing and managing visits, fieldwork, expeditions, and adventurous activities, outside the United Kingdom. The underlying principle of BS8848 is that Frontier/ Society for Environmental Exploration is responsible for all aspects, including safety, of a venture provided either on a voluntary basis or in return for payment.

Venture provided by Acacia Africa to the British Standard BS8848: Specification for the Provision of Visits, Fieldwork, Expeditions and Adventurous Activities outside the UK (independently assessed)

The BS8848 sets out criteria on the following:

- Venture leader, leadership team & support team
- Supervision and staffing ratios
- Safety policy, risk analysis & management systems
- Medical, incident & contingency planning
- Communication
- Security
- Equipment

BS 8848 COMPLIANCE DOCUMENT – VERSION: 2014

Name of venture provider	Address:	Lower Ground Floor 23A Craven Terrace Lancaster Gate London W2 3QH
	Telephone:	+44207706 4700
	Email:	info@acacia-africa.com
Title of venture and destinations	Overland Tour operator: Southern & East Africa	

Clause/sub clause	Reason for inclusion	Method of proof of conformity
The Venture		
3.1	Venture provider	Acacia Adventure Holidays Pty Ltd & Goldensands 22 Trading CC trading as Acacia Africa
3.2 a) b)	Purpose of venture	Tour operations & charters in Africa
3.2 c)	Agrees the aims and objectives	Venture Activities on marketing material, Terms & Conditions, Dossiers & PDI
3.2 d)	Present accurate information to stakeholders	Presented on the website & Tour catalogue

3.3.1	Planning for compatibility	Weekly reviews, regular planning meetings, regular reviews of leadership team
3.3.2	Locations to be visited	Regular recce's to research & supplier audits completed
3.3.3	Venture itinerary	Itineraries prepared & monitored at regular planning meeting & staff briefings
3.3.4	Environmental and cultural impacts	Provided in training manual & crew guidelines
3.3.5	Planning	Risk Assessments, supplier communication & tour dossier
3.3.6	Risk Assessment Management System	Thorough Risk Assessment for each new route & staff training
3.4.1	Permissions	Contained in tour manifest, document checks & PDI
3.4.2	Community consent	Where necessary, permission is obtained. Supplier contracts in place
3.5.1	Cost of venture	Travel voucher supplied Staff budget sheets provided
3.5.2	Budget sheets	Provided at crew planning meetings; Means of access provided; Emergency Plan in place
3.6.1	Assessment of plan	Tours regularly run & Information given to participants
3.6.2	Down-time	Information provided in Terms & Conditions, Tour Dossier, PDI, Crew briefing & supplier risk assessments
3.7.1.1	Contingency plan	Contained in Crew Manual & Planning meetings
3.7.1.2	Risk management	Staff briefing & crew briefing
3.7.1.3	Change of plans	Contained in operational briefing & crew manual
3.7.1.4	Contingency plans	Provided in writing or regular communications with leadership team
3.7.2.1	Emergency response plan	Contained in Crew manual & staff briefing provided by operations team
3.7.2.2	Access to information	Provided in Tour Dossier, PDI & Crew Manual
3.7.2.3	Roles and responsibilities	Instruction provided by management team
3.7.2.4	Pre-contractual information	Emergency plan provided on request. PDI provided on confirmation of booking
3.7.2.5	Briefings	Briefings held by crew prior to departure, and daily throughout the tour. Crew manual

3.8.1	Communication plan	Crew manual contains plan. Contact list is provided. Stakeholders given access to emergency line
3.8.2	Routine communications	Mobile phones Dedicated operations line Supplier contracts & contacts
3.8.3.1	Emergency communication	As per crew manual & emergency plan
3.8.3.2	Availability	Regularly checked
3.8.3.3	Contact details	Contact list provided
3.8.3.4	Contacting the team	Contact via crew mobile phone. Checked within 24 hours
3.8.3.5	Use of equipment	Staff briefing & planning meeting
3.8.4	Local communications	As per Emergency Plan & Contact list
3.9.1.1	Company insurance	Valid passenger liability insurance & regular discussions with insurers Terms & conditions, PDM & passenger manifest
3.9.1.2	Own insurance	Insurance details documented on passenger manifest
3.9.2	Public Liability	Valid insurance in place
3.9.3	Third party insurance	Valid insurance in place Kept on file, available on request
3.9.4	Medical insurance	Kept on file by Operations team, available on request
Risk Management		
4.1	Safety policy	a) Emergency Plan b) Refer to marketing material c) As per booking contract d) Terms & conditions
4.2.1	Risk management system	Refer to risk assessment pack
4.2.2	Organization	a) Staff interview & induction b) Crew briefing c) Daily briefing
4.2.3	Risk assessments	Operations team monitors & advises
4.2.4	Managing risks	Refer to Crew manual, regular training undertaken & regular communication
4.2.5	Mitigating risk	Operations team advises Security advice
4.2.6	Governance process	As per crew planning meeting
4.2.7	Informed risk management	As per crew planning meeting & PDM
4.2.8	Communication to participants	PDM, PDI & crew daily briefings
4.3.1	Threat assessment	a) As per FCO Travel Advice b) Yes c) Planning meetings d) Planning meetings e) Refer to operations country pack
4.3.2	Written risk assessment	Risk assessment pack
4.4	Dynamic risk assessment	Staff training Regular communication & briefings 3 rd Party RA documents

		Emergency Plan
4.5	Personal responsibility	PDM Daily briefings Terms & Conditions
People		
5.1.1.1	Leadership Team selection	Interview process Training provided
5.1.1.2	Leadership Team competence	TL guidelines document Driver guidelines document
5.1.1.3 & 4	Evidence	Documented by operations team Personnel file
5.1.1.5	Staff competence	Confirmed by operations team Regular testing & monitoring Evaluation form
5.1.2.1	Venture Leader	Operations briefing Planning meeting
5.1.2.2 & 3	Competent person	Staff briefing & planning meeting by operations team
5.1.3.1	Substitute leader	Standby crew managed by operations team Staff briefing for changes
5.1.3.2	Gender balance	Where practical & safe to do so
5.1.3.4	Staff compliance	Terms & Conditions TL & Driver guidelines documents
5.1.3.5	Insurance	Held by operations team & provided on request Crew pack
5.1.4.2	Company competence	Refer to Personnel file Staff induction
5.1.4.3	SME experience	Key staff have relevant experience
5.1.4.4	Competence statement	Refer to personnel file
5.1.5	Lone workers	Regular check ins performed by operations team
5.1.6.1	In-country representative	Key supplier contacts in place
5.1.6.2	Home agent	Incident response team
5.1.6.3	SME	Experts available when needed
5.2.1	Selection of participants	Marketing material Terms & Conditions
5.2.2	Information about participants	As per booking form Terms & Conditions
5.2.3	Protection of participants	Terms & Conditions Staff induction
5.3	Stakeholders	Agency & booking contracts
5.4.1.1	Venture Leader	Planning meetings
5.4.1.2 & 1.3	Supervision	Crew briefing by operations
5.4.1.4	Managing supervision	Terms & Conditions Daily briefings
5.4.1.5	Staffing factors	Pre-planning meetings
5.4.1.6	Staffing	Crew briefings PDM Daily briefings

5.4.1.7	Supervision	Manifest & Daily briefings
5.4.2.1	Direct supervision	Daily briefings
5.4.2.2	Minimum supervision	As needed
5.4.3.1	Indirect supervision	Provided at daily briefings
5.4.3.2	Indirect supervision functions	Provided in PDM Crew daily briefings Tour Dossier PDI
5.4.3.3	Training	Daily briefings – safety, communication & logistical information
5.4.3.4	Intervention	Crew manual Terms & Conditions PDI
5.4.4.1	Competence	Daily briefings
5.4.4.2	Supervisory functions	Daily briefings PDI
5.4.4.3	Participant training	Tour dossier PDI PDM Daily briefings
5.4.4.4	Supervisor competence	Tour dossier PDI PDM Daily briefings
5.5.1	Risk assessment	Staff induction Monitoring by operations team Staff competency sheet Personnel file
5.5.2	Leadership Team	Crew briefing by operations team Crew guidelines documents Crew manual
5.5.3.1	Prior to the venture	Tour dossier PDI
5.5.3.2	During the venture	PDM Daily briefings
5.6.1	Informed consent	Detailed in daily briefings Terms & Conditions PDI Marketing material
5.6.2	Consent	Booking contract
5.6.3	Joining instructions	PDM Tour dossier Terms & Conditions Confirmation voucher Confirmation email Evaluation forms
5.7.1	Local laws	PDM Daily briefings PDI
5.7.2	Pre-booked information	Tour dossier Terms & Conditions Tour dossier

		Confirmation voucher
5.7.3.1	Contracts	Terms & Conditions Booking contract PDI
5.7.4	Termination of contract	Terms & Conditions Letters sent as needed Tour sign off document
Venture Elements		
6.1	Overall accountability	Terms & Conditions Booking contract
6.2	Third-party providers	3 rd Party RA's & Insurance pack Recce's on regular basis
6.3	Travel	Terms & Conditions Regular meetings Tour dossier PDI
6.4	Accommodation	Recce's on regular basis 3 rd Party RA's & Insurance pack
6.5	Environmental	Staff training Daily briefings
6.5.4	Acclimatization	PDI PDM Daily briefings Monitoring by crew
6.6	Venture activities	Risk assessment pack Planning meetings
6.7.1	Medical	PDI Crew manual & contact list Membership association support
6.7.2	Medical planning	Risk assessment pack Terms & Conditions Agent & booking contracts
6.7.3	Pre-existing medical conditions Application form. Application process, company doctor.	Booking contract Terms & Conditions
6.7.4	Vaccinations	Tour dossiers Marketing material PDI PDM
6.7.5	Environmental illnesses	Crew manual Daily briefings Crew training Constant monitoring PDI PDM Tour dossier Marketing material
6.7.6	Medical expertise	Medical information provided on contact list Personnel file & interview Crew pack First aid manual
6.7.7	First Aid provision	First Aid kit available & regularly updated

6.7.8	Medical protocols	Crew manual Emergency procedures document First aid courses
6.8.1	Equipment	Operations team meetings Pre departure workshop checks
6.8.2	Conditions of use	Induction training for staff Regular planning meetings Operations team meetings
6.8.3	Maintenance	Operations checks pre & post venture Crew monitor during venture
6.8.4	Personal equipment	Packing list provided on dossier & PDI PDM Daily briefings
6.8.5	Condition of equipment	Crew manual Supplier RA's
Review		
7.1	Reviews	Feedback form Online feedback – complaints & compliments Terms & Conditions Incident book
7.2	Management system reviews	Regular operations reviews conducted
Claim of Conformity by the Venture Provider		
8	Conformity	Acacia Adventure Holidays corporate assessment Dec 2018 (to be reviewed annually)

Venture provided by Acacia Africa to the British Standard BS8848: Specification for the Provision of Visits, Fieldwork, Expeditions and Adventurous Activities outside the UK (independently assessed)