

Att.: All accredited and applicant CBs

Our ref.: DC2016SSV230

Milan, 05/07/2016

**Re.: ACCREDIA Department of Certification and Inspection - Circular N° 20/2016
Informative document regarding the accreditation of certifications issued in
accordance with the new ISO 21101:2014 “Adventure tourism – Safety
management systems – Requirements”.**

Introduction

The data provided by the European Commission regarding the trends in world tourism bear testimony to record arrival figures of tourists in Europe (about 51%) in 2014, confirming that Europe is the world's favorite tourism destination.

For this reason, during the last ten years, the European Commission has promoted, in numerous publications, its policies with regard to the development of tourism. These policies are aimed at the protection of the health and safety of tourists throughout Europe and have been implemented by means of EU Directives.

In Italy, ISTAT data confirm that the tourist sector is a major player in our economy, contributing 9.4% of GDP, employing about 2.5 million people (10% of the national figure)

Italy possesses some 130,000 accommodation structures – hotels, tourist villages, country lodges – with 7,500 km of coastline, mountains for winter activities and 51 World Heritage Sites with UNESCO recognition for art and culture.

In Italy a Code of Tourism was introduced by means of Law Decree N° 79, on May 23, 2011 with a view to implementing the recommendations of the European Commission concerning protection of the tourist and the safeguarding of the tourism sector.

The Code of Tourism responds to two fundamental issues facing sector operators:

Firstly, regarding new wording with regard to names, with the expression “impresa turistica” (tourist enterprise) replacing the familiar “agenzia turistica” (tour agency) for operators who, for profit and also non-profit, offer tourist services and packages.

Also, Law Decree N° 79 confers upon tourist businesses the wording “economic activities organized for the production, marketing, intermediation and management of products, services, infrastructures and enterprises, aimed at offering goods and services to meet the needs of tourists.”

On a national level, the equalization in terms of guarantees for the tourist, of packages sold online and those sold offline has not yet been fulfilled. This equalization on a European level can be found in the EU Directive 2015/2302.

Secondly, the Decree responds to the need to guarantee broad and effective protection of the tourist-consumer in terms both of choice of structure and in terms of the period of stay, especially in cases of unforeseen events.

Protection of the tourist means “safety” and is applicable to the modern “formula” of tourism, which is “adventure tourism”. This expression means a holiday dedicated to exploring nature – rafting, archaeological expeditions, climbing, diving – all tourism activities involving tourists who react positively to surprises.

Adventure tourism is enjoying a worldwide boom. The figures provided by UNWTO, the UN agency which deals with tourism, reflect a growing business.

Given this growth in business, sector operators face the challenge of creating reliable procedures which make it easier to overcome bureaucratic barriers for such things as getting entry visas, access to local medical services, assistance in case of early returns etc.

For this reason, ISO - the International Organization for Standardization - is currently working on the development of standards aimed at ensuring risk management, but without eliminating any of the fun associated with an adventure holiday.

Standards

The reference standard is ISO 21101:2014, a voluntary standard, setting out the requirements for a management system aimed at safeguarding the health and safety of tourists during adventure holidays.

In the light of new international directives, a tourist enterprise must organize and meet the needs of an adventure tourist. The service provided for an adventure tourist shall include greater attention to planning, trip preparation, choice of operator, availability of accommodation structure also in terms of unforeseen events.

The reference standard ISO 21101:2014 is easily integrated with the other ISO standards for management systems – it is based on the Deming cycle for the improvement of protective measures for making adventure tourism safer and more accessible.

See the EA document EA 3/13 M:2016 where applicable.

CERTIFICATION PROCESS	
Certification standard	ISO 21101:2014 “Adventure tourism - Safety management systems - Requirements”
Context	ISO 21101:2014 is applicable for all tourist enterprises as identified and defined in Chapter II, article 4 of Law Decree 79, 2011 (Code of Tourism) and professional persons in compliance with the EU Directive 2015/2302.

Scope of the certificate	<p>It shall include as set out in point 4.1 of ISO 21101 <i>“The organization shall determine external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended outcomes of its adventure tourism safety management System”.</i></p> <p>The scope of the certificate shall carry details of the proposed activities (rafting, mountain climbing, rock climbing, trekking, surfing, horse riding etc.)</p>
Competence criteria of the TL and audit team members	<p>The members of the audit team, singly or collectively, shall meet the following requirements:</p> <ul style="list-style-type: none"> a) Qualification as auditor in OHSAS 18001 (and subsequently ISO 45001) b) Possession of competences in compliance with ISO TR 21102:2013 for role as leader c) In-depth knowledge of ISO 21101:2014. d) General knowledge of Risk Management
Competence of the person who reviews the contract	<ul style="list-style-type: none"> a) General knowledge of ISO 21101:2014.
Competence of the decision-maker	<ul style="list-style-type: none"> a) In-depth knowledge of ISO 21101:2014. b) General knowledge of Risk Management
Management and implementation of the audit program, audit times and periodicity	<p>For the management and implementation of the audit program the following criteria are applicable:</p> <ul style="list-style-type: none"> a) <u>Evaluation of the scope of the certificate</u> During the period of certification all activities coming within the scope of ISO 21101 shall be audited; An on-site audit shall be performed (if necessary by remote means) of at least one activity in the certificate during the initial audit, and subsequently all the others in each cycle of certification; An interview shall be done with at least a representative number of tourist guides. The techniques of a mystery audit may be applied b) <u>Duration of the audits</u> For the calculation of the duration of an audit for the certification, surveillance or maintenance and renewal of the certificate, Annex C to Appendix B – Occupational Health and Safety Management Systems of document EA 3/13 M: 2016 for high complexity company processes, is applicable c) <u>Periodicity of the audits</u> Surveillance and renewal audits are undertaken with the same periodicity as established in ISO 17021-1:2015. d) <u>Joint audits</u> For joint audits of the system against ISO 21101 with other management systems (EMS, QMS, EnMS and others). Reductions are possible in accordance with IAF MD 11 “IAF

	<p>Mandatory Document for the application of ISO/IEC 17021 for audits of Integrated Management Systems”</p> <p>e) <u>Multisite certificates</u></p> <p>Applicable documents: EA 3/13 M:2016 – § B.10 Audit Time Of A Multi-Site OH&SMS.</p>
--	---

RULES CONCERNING THE ACCREDITATION PROCESS

There are various possibilities on the basis of the ACCREDIA accreditations already held by the CB presenting the application for accreditation or extension.

The requirements of ACCREDIA regulations RG-01 and RG-01-01 apply for granting and extending accreditation. For CBs accredited against BS OHSAS 18001, there is no need for them to have already issued certificates in this scheme in order to make the application for the extension of accreditation.

The accreditation certificate does not show the accreditation sectors.

The performance of witness audits may be decided by ACCREDIA on the basis of the sectors stated in the certificates issued by the CABs.

If the CB is already accredited by another accreditation body, a case-by-case evaluation shall be made on the basis of the applicable EA / IAF MLAs.

ACCREDITATION / EXTENSION PROCESS	
The CB is not accredited in accordance with ISO 17021-1:2015	<ul style="list-style-type: none"> - It shall present the application for accreditation against ISO/IEC 17021-1:2015 for the issue of certifications in accordance with ISO 21101:2014. - Document review lasting one day - Audit at the location of the CB lasting 4 days - 1 witnessing against ISO 21101:2014.
The CB has ACCREDIA accreditation <u>but not</u> in accordance with for accreditation ISO/IEC 17021	<ul style="list-style-type: none"> - It shall present the application for accreditation ISO/IEC 17021-1:2015 for the issue of certifications in accordance with ISO 21101:2014. - Document review lasting one day - . Audit at the location of the CB lasting 2 days - 1 witnessing against ISO 21101:2014.
The CB has ACCREDIA accreditation in accordance with ISO/IEC 17021	<ul style="list-style-type: none"> - It shall present the application for extension to ISO/IEC 17021-1:2015 for the issue of certifications in accordance with ISO 21101:2014. - Document review lasting one day - 1 witnessing against ISO 21101:2014.

Documentation to be presented to ACCREDIA for the document review

1. Checklist or guideline or instruction prepared and made available by the CB for the audit team.
2. CVs of the assessors and technical experts
3. Report module and relative checklist
4. Attestation/certificate issued by the CB
5. List of certificates issued by the CB
6. Contractual procedures/regulations applicable to the audit and internal procedures for the management of certification

Maintenance of accreditation

For the maintenance of accreditation throughout the cycle of accreditation, other than in special situations such as the management of complaints and remarks, modifications to the certification scheme, changes to the organization's structure etc., the following audits shall be conducted:

- If the CB has issued fewer than 50 certificates in the certification scheme, 1 witnessing and 1 on-site audit shall be performed;
- If the CB has issued between 51 and 200 certificates in the certification scheme, 2 witnessings and 1 on-site audit shall be performed;
- If the CB has issued more than 201 certificates in the certification scheme, 3 witnessings and 1 on-site audit shall be performed;

With kind regards,

The Director of Department
Dr. Emanuele Riva

