

## Expedition Providers Association Standard/LOtC Quality Badge Self-declaration of conformity:

### Supporting documentation and checklist

The following checklist may be used to support a self-declaration of conformity or to gather evidence for a full LOtC Inspection. The checklist follows the order of the EPA Standard Version 3.4 and should only be used in conjunction with that document. All clauses of the Standard should be considered in making this self-declaration.

Requirement for EPA Standard/LOtC Quality Badge conformity	Sub-clause	Name, location and type of evidence Documents should be electronically attached or send as a hard copy with references the below clearly shown.  <i>Italics – type of Evidence that might support this</i>	Date/ author of evidence	For Office use: Assessors Comments
<b>General Information for LOtC Inspection</b>  (Cross reference with below if applicable)		Forward Operational Plan – planned expeditions for next 12 months  Sample Client Pack <ul style="list-style-type: none"> <li>a. Prior to booking</li> <li>b. Prior to expedition Leaving</li> </ul> Brochure(s)		
<b>4. Business Practice</b>	4.1 a  4.1 b, c, d  4.1 e  4.1 f  4.1 g/ 8.1  4.1 h  4.2  4.3	<i>Company structure</i>  <i>Evidence of Compliance with Package Tour Regulations, Company Insurance and financial Bonding</i>  <i>AALS Licence</i>  <i>Child Protection Policy</i>  <i>Expedition specific Contract inc terms and conditions</i>  <i>Environmental Protection &amp; Sustainability Policy</i>  <i>Compliance with any other relevant external regulations</i>  <i>Method of communicating with clients</i>		

<b>5. Health and Safety</b>	<b>5.a</b>  <b>5.b/4</b>  <b>5.c/14</b>  <b>5.d</b>	<i>Copy of Health and Safety Policy</i>  <i>Safety Management System (see Section 6)</i>  <i>Copy of Emergency/Incident Response Plan (see Section 14)</i>  <i>Communications Plan</i>		
<b>6. Safety Management System</b>	<b>6.</b>  <b>6. a-d</b>  <b>6.e</b>  <b>6.f</b>  <b>6.g</b>  <b>6.h</b>  <b>6.i</b>  <b>6.j-l</b>  <b>6.m</b>	<i>Safety management system that includes:</i>  <i>Examples of generic and expedition specific risk assessment process and risk benefit analysis focusing on the activities to be undertaken</i>  <i>Provision of contingency plans (Plan B's) for key expedition phases;</i>  <i>Specific training required to reduce risks prior to and during the expedition;</i>  <i>Process for dynamic risk assessment for all water-based and other adventurous activities</i>  <i>How the clients, leadership team and other stakeholders are informed of the outcomes of this process;</i>  <i>Details of Competent person within your company person to oversee and implement the safety management system and of additional Technical Adviser support(the two roles may be combined);</i>  <i>System for monitoring of the safety management systems, including near miss log and how this is monitored and corrective action taken.</i>  <i>Example of shared near-miss/accident information with EPA members</i>		
<b>7. Duty of Care</b>		<i>Clear statement of responsibility for Duty of Care</i>		
<b>8. Contracting</b>	<b>8.1/4.1 g</b>  <b>8.1.3</b>	<i>Example of contract with school/client</i>  <i>Client Payment Details</i>		

	<p><b>8.3 a-n</b></p> <p><b>8.4</b></p> <p><b>8.5</b></p>	<p><i>Example of information to clients highlighting:</i></p> <ul style="list-style-type: none"> <li><i>a. Expedition aim and objectives.</i></li> <li><i>b. Expedition Learning Experiences clearly identified</i></li> <li><i>c. Participant equipment list.</i></li> <li><i>d. Information on fitness preparation.</i></li> <li><i>e. Medical guidance on any inoculations and specific medications required.</i></li> <li><i>f. A summary of significant risks.</i></li> <li><i>g. Detailed expedition itinerary which meet the participant's needs and expectations.</i></li> <li><i>h. Emergency or Incident Response Plan.</i></li> <li><i>i. Overview of the Communications Plan during the Expedition.</i></li> <li><i>j. Additional costs (visas, inoculations, equipment, etc.).</i></li> <li><i>k. Competencies and responsibilities of the Leadership Team.</i></li> <li><i>l. Evaluation and Review with participants prior to, during and after the expedition.</i></li> <li><i>m. Feedback prior to, during and post expedition.</i></li> <li><i>n. Review Process</i></li> </ul> <p><i>Evidence of company 'inclusive selection policy'</i></p> <p><i>Process for dealing with unavoidable cancellation</i></p>		
<p><b>9. Code of Conduct</b></p>	<p><b>9.1</b></p> <p><b>9.3</b></p>	<p><i>Participant Code of Conduct</i></p> <p><i>Leadership Team Code of Conduct</i></p>		

<b>10. Preparatory Activities in the UK &amp; Overseas</b>	<b>10.1</b>  <b>10.2-3</b>  <b>10.4 a-c</b>  <b>10.5-6</b>	<i>Generic and specific Pre-expedition training programme</i>  <i>Copy of AALS License &amp; in-house sign off for non-Licensable activities</i>  <i>System for Physical &amp; Medical Monitoring of participants &amp; Leaders</i>  <i>Expedition Leader Induction Process – UK and /or Overseas</i>		
<b>11. Leader Selection</b>	<b>11.1-2</b> <b>11.4-10</b>   <b>11.3</b>   <b>11.11</b>	<i>Expedition Leader Selection and late replacement Process (for UK and Overseas based Leaders)</i>    <i>Late replacement of leader process</i>   <i>Recording of Leader and Technical Advisor Competencies</i>		
<b>12. Participant Selection</b>	<b>12.1</b>	<i>Process of assessing and recording the suitability and capability of each participant</i>		
<b>13. Expedition</b>	<b>13.1</b>  <b>13.2,4,5</b>  <b>13.3</b>	<i>Leader Team training and Briefing Process</i>  <i>Example of Leader Documentation for expedition</i>  <i>Process for ensuring all expedition equipment is fit for purpose</i>		
<b>14. Incident Management</b>	<b>14.1</b>  <b>14.2-</b> <b>14.3</b>  <b>14.5</b>	<i>Incident Management process in the UK</i>  <i>Incident Management process Overseas</i>  <i>Communication during the Expedition</i>  <i>Medical and FA provision during the Expedition</i>		

<b>15. Accommodation and Transport</b>	<b>15.1</b>	<i>Process for Risk Assessment and Management for Accommodation and Transport during the expedition</i>		
	<b>15.2</b>	<i>How clients are informed of types of accommodation &amp; transport prior to booking</i>		
<b>16. Provider Selection of Guides and Third Party Providers</b>	<b>16.1</b>	<i>System for assessing and approving 3<sup>rd</sup> Party Providers Pre and during the Expedition</i> <i>Proof that the Leader team have 'right of veto' on activities</i>  <i>a. Background checks (including history, training, safety, etc.) by in-country agents and, where appropriate, British Embassies.</i>  <i>b. References from other users.</i>  <i>c. Activity observation</i>		
	<b>16.2</b>	<i>Copy of Agreed Code of Conduct for Third Party Providers and Guides</i>		
<b>17. Gathering, Reviewing and Acting on Client &amp; Leaders Feedback</b>	<b>17.1</b>	<i>Post expedition review process</i> <i>a. Self-Evaluation of Provider Services</i>  <i>b. Client Feedback</i>  <i>c. Review and implementation process</i>		