

SOP

STANDARD OPERATING PROCEDURE

TEMPLATE



JUNE 2022 Version 1

**ADVENTURE
INDUSTRY
ASSOCIATION**

Guideline for a Standard Operating Procedure Document

This Standard Operating Procedure (SOP) is a file containing all the information needed to run a trip. This document should appear in two formats. One document is to be kept at the office of the operator to be read by all staff employed by the company. This document will typically consist of various checklists and information sheets, together with maps and other supporting documentation. The other is a condensed version for the specific guide who is running the trip, including the Emergency Operating Procedure (EOP) to be used in case of any incidents. This may be stored in the first aid box or in a trip file but must be taken on the water. The guideline that follows deals with the full document and has been broken into four subheadings, as follows:¹

1. Preparation

What is needed to run the trip?

- **Information on area:** maps, important points marked (i.e., cell reception, important contact numbers, roads, climate, etc.).
- **Itinerary / schedule**
- **Camps / stopovers**
- **Security**
- **Logistics**
 - Equipment: checklist
 - Catering: checklist
 - Transport & Vehicles: checklist
 - Rescue equipment: checklist
 - Other activities i.e., abseiling: checklist
 - Medical: checklist i.e., first aid kit, other
- **Clients**
 - Trip list with specific information on their needs, i.e., ages, prior experience etc. Paperwork: signed booking forms, indemnities, etc.
 - Information given prior to trip
 - Information given on arrival
- **Guides**
 - Guide team (Trip Leader, Guide, Assistants, etc.).
 - Responsibilities
 - Communications
- **Legal issues**
 - Paperwork
 - Insurance
 - Tour Guide registration
 - First Aid certification
 - Activity-specific licenses to Operate (i.e., SAMSA) – see spreadsheet for more information

- Activity-specific association memberships (i.e., APA)

2. Prevention

What is needed to prevent any incidents?

- **Information on section**
 - Risk sites & hazards can be summarized in a Risk Assessment and Mitigation Table
 - History of incidents
 - Assessment
 - Risk Management Plan
 - Cut off risks
 - Other options
 - Changes to guide team
 - Type of equipment
 - Time frame
- **Activity etiquette**
 - Campsite selection
 - Communication with other operators and activity users on site
 - Minimum impact environmental practices (see General Good Practice Guidelines)

3. Management

How to manage incidents should they occur?

- **Incident management guidelines appropriate to paddling discipline**
 - Establish **Incident Command**
 - Establish **Personnel Accountability**
 - **Exclude** all persons with no business at the rescue site
 - Call for **backup** as required
 - Call for **special equipment** as required
 - Select **rescue team** according to ability
 - Make a **rescue plan** – how long, how many people, how dangerous
 - Make a **backup rescue plan**
 - Regular monitoring of environment risks before and during the activity
- **Group management**
- **Debrief after incident** (rescue team and other clients)

4. Analysis

Analysis of trip successes and failures.

- **Trip report**
- **Incident report** (if required)
- **Suggested changes to operator SOP**

ⁱ DISCLAIMER: This information is just a guideline and does not claim to be comprehensive – each trip and operation has its own specific requirements and regulations and legislation change on an ongoing basis. SA AIA and its affiliates cannot be held liable for any damage or loss that occurs because of using this information.