

Assuring Safety for Customer Trust and Confidence with

ISO 21101

ADVENTURE TOURISM MANAGEMENT SYSTEMS

ISO 21101 Adventure Tourism Safety Management System puts in place the requirements to ensure a safe environment and operations for adventure tourism operators. Having in place high safety measures, procedures and performance provides the much-needed assurance to seekers of extreme, adventure and eco-tourism activities.

ISO 21101 sets out the minimum requirements for safety management systems and communication to adventure tourism participants. The standard provides guidance and defines, among other things:

- how an adventure tourism operator should manage its operations in terms of safety;
- data on the minimum level of competence for adventure tourism activity leaders / facilitators;
- the minimum information to be communicated to participants and potential participants prior to an adventure activity

ISO 21101 can be used by all types and sizes of tourism activity providers, operating in various geographic, cultural and social environments to develop, implement and continually improve their safety performance.

An effective risk-based Adventure Tourism Management System will:

- Enhance safety performance thereby preventing and reducing incidents
- Meet the safety expectations for the staff and participants
- Demonstrate commitment and ensure compliance with applicable statutory and regulatory requirements such as the Tourism Industry Act 1992 (Act 482)
- Increase efficiency, effectiveness and profitability through continual process improvements
- Enhance confidence in the brand, and improve access to both domestic and global markets



NIOSH Cert aims to create impact

collaboratively



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We have a proven track record of delivering reliable and comprehensive assessments, in conformance with the relevant international standards, codes of practices, guidelines and rules and regulations.

Since 2004, NIOSH Cert has been a collaboratively partner in the ISO Certification journeys of Malaysia's most successful companies, government bodies, higher learning institutions and SMEs. We have helped clients create impact and give value to the world's communities through providing internationally-recognised certification services.

It is our passion and privilege to be the trusted, reliable and transparent partner in helping our clients increase the efficiency and effectiveness of their businesses operations. Testimony to NIOSH Cert's emphasis on customer satisfaction, our top 10 clients have been with us for an average of 10 years.

OUR COMMITMENT

NIOSH Cert's business practices are safe, responsible, impartial, and transparent in accordance with our Core Values and ISO 17021 Principles.

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The implementation of the certifications offered by NIOSH Cert are aligned with the United Nation's Sustainable Development Goals 2030.

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