

**Ski Tours in Mountain Regions and on Glaciers**

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 Quality and Environmental Certification

On the Way to Sustainable Tourism

Specific Quality Criteria no. 204

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**The following quality criteria are filled out by a company representative. A clear explanation of how each applicable criterion is fulfilled must be given with reference to appropriate documentation, e. g. employee handbook/quality manual, safety plans, photos etc. Random and/or selected criteria will be verified by the auditor.**

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| ***204-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations***  |
| *204-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements |  |  |   |
| *204-1.2* | A checklist has been compiled for safety equipment on tours, including f. ex.: 1. First aid kit/equipment.
2. Communication devices.
3. Tracking devices.
4. Ski helmets.
5. Avalanche airbags.
6. Crampons (for skis and boots).
7. Extra clothing.
8. Avalanche tranceivers.
9. Shovels.
10. Lines/ropes.
11. Ice axes.
12. Avalanche probes.
13. Thermal protective bags/emergency shelter.
14. Other equipment according to conditions on each tour.
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| *204-1.3* | A written plan for renewal, cleaning and maintenance of safetyequipment is in place including procedures about i. a.:1. Inspection and testing of equipment.
2. Disinfection and cleaning of equipment.
3. Lifespan of equipment (see manufacturer's accepted standards).
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| *204-1.4* | All equipment is in a very good condition, i.e.:1. Crampons sufficiently sharp.
2. Helmets and fasteners unbroken and in order.
3. Clothing is clean and in a very good condition.
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| *204-1.5* | All equipment is well and neatly stored after usage. The storage is appropriate and does not reduce the safety and usability of the equipment. |  |  |  |
| *204-1.6* | Written rules apply to customer/guide ratio according to conditions on each tour. |  |  |  |
| *204-1.7* | To prepare guides for the tours/activities of each day they go through a checklist including the following items, among others: 1. Details of the itinerary and routes to be travelled.
2. Weather forecast.
3. Avalanche danger and other conditions in the mountains.
4. Equipment.
5. Information about customers.
6. That contingency plans are always included / accessible on tours.
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| *204-1.8* | There is a checklist for guides on the safety matters that are covered with customers before and during the tour, e. g. regarding:1. Local conditions and weather.
2. Schedule.
3. Safety precautions in situations where special care must be exercised.
4. Appropriate clothing and equipment.
5. Proper use of safety equipment.
6. Food, drinks, and access to water during the tour.
7. 112 emergency number in Iceland.
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| *204-1.9* | Guides regularly check customers’ well-being. If a customer shows signs of distress, reduced physical ability, hypothermia or any other signs that cause concern, the guide takes immediate action. |  |  |  |
| *204-1.10* | The company has written guidelines on when to cancel tours due to weather. It is clearly stated who decides on the cancellation of trips. |  |  |  |
| ***204-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *204-2.1* | Marked roads or recognised vehicle tracks are always used. Off-road driving in winter and on glaciers shall be in accordance with Article 4. of Regulation no. 528/2005 regarding restrictions on traffic in Iceland's nature. |  |  |  |
| *204-2.2* | Streams and rivers are only crossed in designated places and only where wading is considered safe. Where the riverbank is not maintained in terms of wading, damage to the environment shall be prevented as possible. |  |  |  |
| *204-2.3* | Customers are informed about toilet arrangements where conventional facilities are not available. |  |  |  |
| *204-2.4* | All equipment and waste are removed. The company ensures that no permanent traces/damages are seen in the nature in connection with the company‘s tours or activities. |  |  |  |
| *204-2.5* | At the beginning of the tour, the guide reminds the customer of responsible travel behaviour.  |  |  |  |
| ***204-3*** | ***Education and training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *204-3.1* | Guides receive training in the use of equipment f. ex. to be able to provide a correct location and information on accessibility to areas visited if assistance is required. In the training the following shall be covered:1. Use of compass and map.
2. Use of GPS positioning device.
3. Use of appropriate means of communication for different areas, e. g. mobile phone, radio and Tetra.
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| *204-3.2* | Emergency drills are conducted every year. The training is based on types of tours and covers the following aspects among others:1. Crevasse rescue.
2. Avalanche search and use of avalanche tranceivers.
3. Use of emergency transport equipment such as stretchers and preparation for transport of wounded or sick individuals.
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| *204-3.3* | Guides have completed the course *Wilderness First Responder (WFR*) from ICE-SAR or a comparable course from another organization and attend a refresher course every three years. |  |  |  |
| *204-3.4* | Guides have completed the courses *Ski-Guiding 1 and 2* from AIMG. |  |  |  |
| *204-3.5* | The head guide has completed the course *Fagnámskeið í snjóflóðum* from ICE-SAR or comparable course from another organization (valid from 1.1.2024) |  |  |  |
| *204-3.6* | The head guide has completed the course *Ski-Guiding 3* from AIMG (valid from 1.1.2024) |  |  |  |
| *204-3.7* | The head guide has a minimum experience of two years or 100 working days as a mountain-guide. |  |  |  |