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Specific Quality Criteria no. 229

5th edition 2022

Quality and Environmental Certification

On the Way to Sustainable Tourism

**Walks on Glacier Tongues**

**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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| ***229-1*** | ***Safety*** | | ***Yes*** | ***N/A*** | | ***Hvernig uppfyllt/skýringar*** |
| *229-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements. | |  |  | |  |
| *229-1.2* | A checklist has been compiled for safety equipment on tours and excursions, including f.ex.:   1. First aid kit/equipment. 2. Communication devices. 3. Tracking devices. 4. Helmets. 5. Extra clothing 6. Shovels. 7. Lines/ropes. 8. Ice picks/axes. 9. Thermal protective bags/emergency shelter. 10. Crevasse rescue equipment. 11. Other equipment according to conditions on each tour. | |  |  | |  |
| *229-1.3* | A written plan for renewal, cleaning and maintenance of safety  equipment 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). | |  |  | |  |
| *229-1.4* | All equipment is in a very good condition, i.e.:   1. Belts and straps unbroken. 2. Crampons sufficiently sharp. 3. Helmets and fasteners unbroken and in order. 4. Clothing is clean and in a very good condition. | |  |  | |  |
| *229-1.5* | All equipment is well and neatly stored after usage. The storage is appropriate and does not reduce the safety and usability of the equipment | |  |  | |  |
| *229-1.6* | 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 (guides check on this prior to all departures). 3. Conditions on the glacier. 4. Necessary equipment. 5. Aspects relating to customers’ abilities and experience. 6. That contingency plans are always included / accessible on tours. | |  |  | |  |
| *229-1.7* | Written rules apply to customer/guide ratio according to conditions on each tour or excursion.  The number of customers per guide does not exceed:   1. 16:1 when guiding on glaciers in relatively easily passable landscape in optimal conditions 2. 8:1 when guiding on glaciers without technical difficulties where customers are linked by rope (in snow cover during winter), in optimal conditions. 3. 6:1 where special climbing equipment is needed and customers are linked by (top) rope in optimal conditions. | |  |  | |  |
| *229-1.8* | 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. Food, drinks, and access to water during the tour. 6. 112 emergency number in Iceland. | |  |  | |  |
| *229-1.9* | 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. | |  |  | |  |
| *229-1.10* | The company has written guidelines on when to cancel tours due to weather. It is clearly stated who decides on the cancellation of tours. | |  |  | |  |
| ***229-2*** | | ***Environment*** | ***Yes*** | | ***N/A*** | ***How fulfilled/explanation*** |
| *229-2.1* | | 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. |  | |  |  |
| *229-2.2* | | 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. |  | |  |  |
| *229-2.3* | | Customers are informed about toilet arrangements where conventional facilities are not available. |  | |  |  |
| *229-2.4* | | 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. |  | |  |  |
| *229-2.5* | | At the beginning of the tour, the guide reminds the customer of responsible travel behaviour. |  | |  |  |

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| ***229-3*** | ***Education and Training*** | ***Yes*** | | ***N/A*** | ***How fulfilled/explanation*** |
| *229-3.1* | 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. |  | |  |  |
| *229-3.2* | Emergency drills are conducted every year. The training is based on types of excursions and covers the following aspects among others:   1. Crevasse rescue and other types of rescues using ropes and   technical equipment.   1. Avalanche search and other emergency searches; use of   transmitters and search probes   1. Use of emergency transport equipment such as stretchers and preparation for transport of wounded or sick individuals |  | |  |  |
| *229-3.3* | Guides have completed the course *Wilderness First Aid* (Fyrsta hjálp 1, 20 hours) from ICE-SAR or a comparable course from another organisation and attend a refresher course (4 hours) every two years. |  | |  |  |
| *229-3.4* | Guides on tours through the wilderness\* have completed the course *Wilderness First Responder (WFR*) from ICE-SAR, or a comparable course from another organisation, and attend a refresher course every three years. |  | |  |  |
| *229-3.5* | Guides have completed the course Hard Ice *1 (Jöklaleiðsögn 1)* from AIMG. | |  |  |  |
| *229-3.6* | Guides on tours during the wintertime have completed the course *Hard Ice 2 (Jöklaleiðsögn 2).* | |  |  |  |
| *229-3.7* | The head guide has completed the course *Hard Ice 3* *(Jöklaleiðsögn 3)* from AIMG. | |  |  |  |
| *229-3.8* | The head guide has a minimum experience of two years or 100 working days as a glacier guide. | |  |  |  |

*\* Wilderness is a place or area where it takes a minimum of two hours to get assistance/rescue from first responders by land.*