

Easy Walks in Urban Areas and Lowlands

Specific Quality Criteria no. 201 - Checklist

4th edition 2018

Self assessment

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**In the 4th edition the specific quality criteria is based on self-assessment checklists that applicants/participants complete themselves. The applicable criteria must be completely fulfilled. A clear explanation of how each 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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| --- | --- | --- | --- | --- |
| ***201-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *201-1.1* | The company has written safety plans covering all tours and services offered to customers.  |  |  |  |
| *201-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *201-1.3* | Guides are briefed on safety plans every year. The briefing is done according to a written procedure*.* |  |  |  |
| *201-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts andsubcontracting agreements. |  |  |  |
| *201-1.5* | The company ensures that contingency plans are at hand on everytour.  |  |  |  |
| *201-1.6* | The company maintains a list of all guides, working on its behalf,employees and contractors alike, stating their education, trainingand experience. |  |  |  |
| *201-1.7* | Written rules apply to customer/guide ratio according to conditionson each tour. |  |  |  |
| *201-1.8* | The preparations of employees for the tours/activities of each day cover, among other things, how customers are informed of all aspects of the itinerary, weather outlook and appropriate clothing.  |  |  |  |
| *201-1.9* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| *201-1.10* | Customers are informed about toilet arrangements before embarking on a tour |  |  |  |
| *201-1.11* | Customers are reminded of responsible behaviour towards the environment |  |  |  |
| ***201-2*** | ***Education and training*** | ***Yes*** | ***N/A***  | ***How fulfilled/explanation***  |
| *201-2.1* | Guides have completed specialized training/education, e.g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  |
| *201-2.2* | Guides have completed a certified first aid course (4 hours) and attend a refresher course every two years. Applies to employees and contractors alike. |  |  |  |
| *201-2.3* | Guides on tours in rural areas have completed the course Wilderness First Aid (Fyrsta hjálp 1, 20 hours) from ICE-SAR or a comparable course from another organization and attend a refresher course (4 hours) every two years. |  |  |  |