

Hiking in Mountains in Summer Conditions, Rural Areas and Wilderness

Specific Quality Criteria no. 202 - Checklist

4th edition 2018

Self assessment

****

**In the 4th edition 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.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***202-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *202-1.1* | The company has written safety plans covering all tours and services offered to customers. |  |  |  |
| *202-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *202-1.3* | Guides are briefed on safety plans every year. The briefing is done  according to a written procedure. |  |  |  |
| *202-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts and  subcontracting agreements. |  |  |  |
| *202-1.5* | The company ensures that contingency plans are at hand on every  tour. |  |  |  |
| *202-1.6* | A checklist has been compiled for safety equipment on tours and excursions, to include among other:   1. First aid kit/equipment. 2. Communication devices. 3. Tracking devices. 4. Other equipment according to conditions on each tour. |  |  |  |
| *202-1.7* | A written plan for renewal and maintenance of safety equipment, based on inspection/testing, accepted criteria, age and operational lifetime among other things, is in place. |  |  |  |
| *202-1.8* | The company maintains a list of all guides, working on its behalf,  employees and contractors alike, stating their education, training  and experience. |  |  |  |
| *202-1.9* | Guides have appropriate equipment and knowledge to provide accurate location and information on access routes to the area they are travelling through, in the event they have to call for assistance or rescue. The following are essential:   1. Knowledge in navigation using compass and map. 2. Knowledge in the use of GPS. 3. Knowledge of appropriate means of telecommunication in different terrains (e.g. satellite phone, mobile, two way radio-transceiver, Tetra transceiver for use in mountain regions). |  |  |  |
| *201-1.10* | 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. Aspects relating to customers’ abilities and experience. 3. Weather forecast (guides check on this prior to all departures). |  |  |  |
| *201-1.11* | Guides instruct customers regarding safety matters such as:   1. Local conditions and weather. 2. Appropriate clothing. 3. Food, drinks, and access to water during the tour. 4. Safety precautions in situations where special care must be exercised. 5. 112 emergency number in Iceland. |  |  |  |
| *201-1.12* | Written rules apply to customer/guide ratio according to conditions  on each tour. |  |  |  |
| *201-1.13* | 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. |  |  |  |
| *202-1.14* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| ***202-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *202-2.1* | Marked roads or recognised vehicle tracks are always used. Where this is not possible, e.g. in winter, driving across areas with delicate eco-systems must be avoided, cf. the current Nature Conservation Act. |  |  |  |
| *202-2.2* | Streams and rivers are only crossed in designated places and vehicles are driven into rivers and out of them at an angle that prevents damage to riverbanks. |  |  |  |
| *202-2.3* | The company uses designated campgrounds where possible. If this is not feasible, special effort is made to ensure that no signs of the stay are left at the location. |  |  |  |
| *202-2.4* | If campfires are lit, all firewood is brought into the area, and special care taken to ensure that they are fully extinguished before departure. Existing fire pits are used wherever possible; cf. the current Nature Conservation Act. |  |  |  |
| *202-2.5* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *202-2.6* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *202-2.7* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***202-3*** | ***Education and training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *202-3.1* | Guides have completed specialized training/education, e. g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  |
| *202-3.2* | Guides have completed the course *Wilderness First Aid* (Fyrsta hjálp 1, 20 hours) from ICE-SAR or a comparable First Aid course from another organization and attend a refresher course (4 hours) every two years. |  |  |  |
| *202-3.3* | Guides on tours through the wilderness\* 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. |  |  |  |
| *202-3.4* | Guides on tours through the wilderness\* have completed the course *Wilderness Survival* from ICE-SAR or a comparable course from another organisation. |  |  |  |
| *202-3.5* | Guides on tours through the wilderness\* have completed the course *Navigation* from ICE-SAR or a comparable course from another organisation. |  |  |  |

*\*Wilderness is a place or area where it takes at least two hours to get third party asssistance.*