

Jeep Tours

Specific Quality Criteria no. 205 - Checklist

4th edition 2018

Self assessment

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**In 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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| ***205-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *205-1.1* | The company has written safety plans covering all tours and services offered to customers.  |  |  |  |
| *205-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *205-1.3* | Guides are briefed on safety plans every year. The briefing is doneaccording to a written procedure*.* |  |  |  |
| *205-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts andsubcontracting agreements. |  |  |  |
| *205-1.5* | The company ensures that contingency plans are at hand on everytour.  |  |  |  |
| *205-1.6* | A checklist has been compiled for safety equipment on tours and excursions e.g.: 1. First aid kit/equipment.
2. Communication devices.
3. Tracking devices.
4. Extra clothing.
5. Lines/ropes.
6. Shovels.
7. Other equipment according to conditions on each tour.
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| *205-1.7* | 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. |  |  |  |
| *205-1.8* | A written plan for the maintenance of vehicles is in place, detailing daily checks performed by employees and regular checks performed by the maintenance crew. The plan is adjusted to use and wear. |  |  |  |
| *205-1.9* | The company maintains a list of all guides, working on its behalf,employees and contractors alike, stating their education, trainingand experience. |  |  |  |
| *205-1.10* | 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).
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| *205-1.11* | 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 phone number in Iceland.
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| *205-1.12* | Written rules apply to customer/guide ratio according to conditions on each tour or excursion. |  |  |  |
| *205-1.13* | 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).
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| *205-1.14* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| ***205-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *205-2.1* | 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. |  |  |  |
| *205-2.2* | 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. |  |  |  |
| *205-2.3* | The company uses designated campgrounds and rest stops where possible. If this is not feasible, special effort is made to ensure that no signs of the stay are left at the location. |  |  |  |
| *205-2.4* | If campfires are lit, all firewood is brought into the area and special care is taken to ensure that they are fully extinguished before departure. Existing fire pits are used wherever possible; cf. the current Nature Conservation Act. |  |  |  |
| *205-2.5* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *205-2.6* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *205-2.7* | The company has established rules on the idling of vehicle engines. |  |  |  |
| *205-2.8* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |

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| ***205-2*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *205-3.1* | Guides have completed specialized training/education, e.g. are certified guides and/or have substantial experience appropriate for the tour in question.  |  |  |  |
| *205-3.2* | Drivers have a public service vehicle licence. |  |  |  |
| *205-3.3* | Drivers have substantial experience of driving in the wilderness and on glaciers and seek to obtain appropriate knowledge for: 1. Driving on mountain tracks or challenging and difficult routes.
2. Crossing rivers.
3. Handling and storage of rescue equipment.
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| *205-3.4* | Drivers and 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. |  |  |  |
| *205-3.5* | At least one employee on tours through the wilderness\*, e. g. guide or driver, has completed the course *Wilderness First Responder* (WFR) from ICE-SAR or a comparable course from another organisation and attends a refresher course every three years. |  |  |  |
| *205-3.6* |  At least one employee on tours through the wilderness\*, e. g. guide or driver, has completed the course *Navigation* from ICE-SAR or a comparable course from another organisation. |  |  |  |
| *205-3.7* | Guides/drivers on glacier tours have completed the course *Crevasse Rescue* from ICE-SAR or a comparable course from another organisation. |  |  |  |
| *205-3.8* |  Drivers receive training in how to: 1. Provide information to passengers.
2. Support passenger comfort and well-being.

The training is conducted according to a written procedure. |  |  |  |

Wilderness is a place or area where it takes a minimum of two hours to get third party assistance. Please note; during summer mountain roads classified as F-roads are exempt from criteria 205-3.6.