

Snowmobile Tours

Specific Quality Criteria no. 206 - 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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| ***206-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *206-1.1* | The company has written safety plans covering all tours and services offered to customers. |  |  |  |
| *206-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *206-1.3* | Guides are briefed on safety plans every year. The briefing is done according to a written procedure*.* |  |  |  |
| *206-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts and  subcontracting agreements. |  |  |  |
| *206-1.5* | The company ensures that contingency plans are at hand on every  tour. |  |  |  |
| *206-1.6* | The company maintains a list of all guides, working on its behalf, employees and contractors alike, stating their education, training and experience. |  |  |  |
| *206-1.7* | 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. Whistles. 6. Shovels. 7. Lines/ropes. 8. Crevasse rescue equipment 9. Other equipment according to conditions on each tour. |  |  |  |
| *206-1.8* | 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. |  |  |  |
| *206-1.9* | 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. |  |  |  |
| *206-1.10* | 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). |  |  |  |
| *206-1.11* | 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 rescuing using ropes and technical equipment. 2. b. Avalanche search and other emergency searches; use of transmitters and search probes. |  |  |  |
| *206-1.12* | Guides instruct customers regarding safety matters such as:   1. Local conditions and weather. 2. Appropriate clothing. 3. The correct use of snowmobiles. 4. Speed limits. 5. Safety precautions when traversing glaciers, tackling steep gradients and arduous terrain . 6. How to react should they be separated from the group. 7. Proper use of safety equipment 8. 112 emergency phone number in Iceland. |  |  |  |
| *206-1.13* | The customer/guide ratio can vary according to conditions on each tour and does not exceed 8 snowmobiles per guide, i.e. maximum 16 customers per guide. There must always be at least two guides on every excursion.  *On short tours (1 to 2 hours), in optimal conditions and when customer snowmobiles are four or less, i.e. up to eight customers, it is permitted to have only one guide on the tour.*  *A written definition of what are considered “optimal conditions” is in place. (Example visibility at least 2-3 km, the tour is not at the beginning of the season, new places or areas are not visited).* |  |  |  |
| *206-1.14* | 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). |  |  |  |
| *206-1.15* | Guides instruct customers regarding safety matters such as:   1. Local conditions and weather. 2. Appropriate clothing. 3. The correct use of snowmobiles. 4. Speed limits. 5. Safety precautions when traversing glaciers, tackling steep gradients and arduous terrain . 6. How to react should they be separated from the group. 7. Proper use of safety equipment 8. 112 emergency phone number in Iceland. |  |  |  |
| *206-1.16* | The company ensures that all drivers have a valid driving licence; minimum age is 17 years old. Note that a licence for driving a light motorcycle or a tractor is not sufficient. |  |  |  |
| *206-1.17* | The company has written rules for the minimum age of passengers, these rules can vary according to the type of tour and other conditions. |  |  |  |
| *206-1.18* | The company has written criteria for safe speed limits, these can vary according to conditions. |  |  |  |
| *206-1.19* | All snowmobiles are licenced and properly insured. Breaks, skis, tracks and belts are checked prior to every departure. |  |  |  |
| *206-1.20* | The company informs employees and customers of the necessity of being in good physical condition and that the use of alcohol or drugs can make them unfit to take part in a tour. |  |  |  |
| *206-1.21* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| ***206-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *206-2.1* | 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 |  |  |  |
| *206-2.2* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *206-2.3* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *206-2.4* | The company has established rules on the idling of vehicle engines. |  |  |  |
| *206-2.5* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***206-3*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *206-3.1* | Guides have completed specialized training/education, e.g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  |
| *206-3.2* | 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. |  |  |  |
| *206-3.3* | At least one employee on tours through the wilderness\* or on glaciers, e. g. guide, 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. |  |  |  |
| *206-3.4* | All guides have completed the course *Navigation* from ICE-SAR or a comparable course from another organisation. |  |  |  |
| *206-3.5* | Guides on glacier tours have completed the course *Crevasse Rescue* from ICE-SAR or a comparable course from another organisation. |  |  |  |

\*Wilderness is a place or area where it takes a minimum of two hours to get third party assistance.